

## Feedback is a Gift: Introducing The Complete Feedback Form



Here at the Complete family of companies, we believe feedback is a gift because feedback allows us to improve. There can be no improvement without feedback. Feedback is essential for learning and growth. In our workplace, feedback plays a crucial role in developing talent, improving morale, aligning teams, solving problems, generating new ideas, recognizing each other, and boosting the bottom line.

And now it's easier than ever to share your feedback! We have created the Complete Feedback Form which allows any employee to submit feedback. While we encourage each team member to include their name on the submission so we can seek any clarification and respond directly to the submitter, name is not a required field.

So do you want to recognize a co-worker? Do you have a great idea on how to improve our systems? Then click on The [Complete Feedback Form](#) today!

## A Complete First! Luana De Lacy-Moore recognized as Highly Effective!



In late October, Comcast surprised us during our weekly call calibration. They informed us we were not aligned in our grading, in a positive way! We got our first **EFFECTIVELY DEMONSTRATED** Quality score thanks to Luana De Lacy-Moore!

Congratulations to Luana on leading the way and dazzling our customers and our clients with her S4X behaviors!

## Spam (likely)?

And speaking of the Complete Feedback Form, we recently received a submission from Joshua Dillon in Jacksonville who expressed interest in what can be done to deal with the “Spam Likely” issue I’ve heard so much about.

First of all, why is this important? As we would all agree, the more Right Party Contacts we can speak with, the better chance we have in achieving our goal of collecting equipment/money. We all had to deal with the issue of attempting to have them authenticate their account, only to have the customer balk because they see us as “Spam Likely” on their phone.



*Say No  
to Spam*

Why does this happen? I found an interesting article on the technology behind Spam calls.

<https://builtin.com/machine-learning/spam-calls>

And unfortunately, each cell phone carrier uses their own technology and rules to identify spam calls.

So what can we/are we doing?

We continue to work with Livevox to find solutions that will increase our right party contact rate and improve success rate by eliminating the spam likely label on calls. To this end, we have attempted rotating the display of our number from LCID (local caller ID) to 800 numbers. We are also considering a monitoring service which would assist in having our numbers “[whitelisted](#)” by carriers.

We will continue to look at all opportunities to improve our calling strategy, because the easier we make your job, the more successful we will all be. Thanks Josh for your feedback on “Spam Likely”. May our future include less spam and more real ham!

## A Waypoint Wonder!

Waypoint received a kudos call for **Shanell "Coko" Brown!** The consumer stated that Shanell was very upbeat, professional, thorough, made the interaction seamless, and provided great customer service! Amazing JOB!! Shanell has been working for PPA since Jan of 2021 and has recently moved over to the Waypoint Comcast Team! She has quickly become a high performer! Way to go!



## News from Bogota!



Also we received an amazing kudo to **Alex Rivero**. The customer stated that she had some bad experience with customer service in the past and was amazed that Alex treated her so well. He was professional and so helpful that she just had to tell us that. Great work!

Our Top Performance for the last week was turned in by **Gaily Duran** with amazing stats on her side, she won a cash prize!



## Upcoming Events

November	Day	Note	All Centers	Notes
11/11/2022	Friday	Veterans Day		recognition
11/24/2022	Thursday	Thanksgiving	Closed	Paid Holiday for U.S employees, No make up hours at any site.
December	Day	Note	Colombia	Notes
12/6-12/7	Tue-Wed	Town Hall		Pam and Stacy Lead
12/14/2022	Wednesday	Offsite	Offsite	Executive Offsite
12/15/2022	Thursday	Offsite	Offsite	Leadership Offsite
12/24/2022	Saturday	Christmas Eve	Closed	Not paid.
12/25/2022	Sunday	Christmas	Closed	Paid Holiday for U.S employees
12/26/2022	Monday	Observed	Closed	Monday Observed
12/31/2022	Saturday	New Years Eve	Closed	Not paid.
1/1/2023	Sunday	New Years	Closed	Paid Holiday for U.S employees
1/2/2023	Monday	Observed	Closed	Monday Observed
January	Day	Note	All Centers	Notes
1/1/2023	Sunday	New Years	Closed	Paid Holiday for U.S employees
1/2/2023	Monday	Observed	Closed	Monday Observed

## Holiday Pay Guidelines

### Eligibility:

Employees scheduled to work 30-40 hours a week are eligible for holiday pay immediately upon hire. Employees scheduled less than 30 hours a week are eligible for holiday pay after 90 days of service with the company.

Employees will receive holiday pay based upon their average "Approved" paid hours (this does not include any "Unapproved Time Off") for the two pay periods prior to the holiday as shown below shown below:

- Approved Paid Hours for previous two pay periods/20 = paid holiday hours (rounded to lowest whole number)

**Example:**      Approved Paid Hours      Divided by 20      Equals Holiday Paid Hours

160                      /                      20                      =                      8

If an agent is not regularly scheduled to work on the day in which a holiday falls, they will still receive holiday pay for that specific day even though they are not scheduled to work.

To be eligible for holiday pay, employees must work the last scheduled workday immediately preceding the holiday, and the first scheduled workday immediately following the holiday. A combination of occurrences that results in 1 full attendance point on these two days will be disqualifying.



## Coming Soon: The Angel Tree

*"No one has ever become poor by giving."*

- Anne Frank

### COMPLETE/WAYPOINT PROJECT CHRISTMAS FAMILY 2022

This year we as Complete/Waypoint are sponsoring a family in our community for Christmas and we need our employees to help us create some Christmas magic! We will be posting their Christmas wish list on Webex as well as within our CLT office. Giving is always voluntary, however some fun ideas to get you in the spirit are: picking a gift individually & shopping w/your family, going in together as a department for a gift or shopping with a group of coworkers ...

When you choose a gift, please send a Webex directly to Candy so she can keep track as we want to provide as many wishes as we can for this special family.

**UNWRAPPED** donations are requested by Monday 12/5.

*"I have found that among its other benefits, giving liberates the soul of the giver." - Maya Angelou*



Merry Christmas



Those that would rather donate. Please, refer to below Venmo



Meriam Green  
@Meriam-Green



**venmo**

Scan this code to pay

*"No one is useless in this world who lightens the burdens of another."*

- Charles Dickens

## Question of Week

This week's winner of *Question of the Week* is (drum roll please) And the winner is **Bindy Traver!** Bindy is part of our team in Taylorsville, UT. She correctly identified Matt Dexter's hidden talent as "Dancing".

### This week's question\*:

We have a special holiday question of the week. We have two options for you.

- 1) Send us one thing you are thankful for, or
- 2) Send us a picture of your Thanksgiving meal

You get an entry on the wheel for each one AND we'll post the best of the best in next week's edition of **The Complete News!**

Send a message with your answer directly **via Webex** to Chuck Krivanek!

And as always, we appreciate your feedback, which you can send to [chuck.k@complete1.com](mailto:chuck.k@complete1.com)



*And here is a quick tip: we post our podcasts on webex, but all of our podcasts can be found on [Anchor](#) and Spotify.*

The Complete News committee is comprised of a diverse group of community members including: Miles Jensen, Candy Grady, Mariam Green (Taylorsville), Liz Rodriguez (Texas), Adrian Lopez (Bogota), Tammy Honeywell (Charlotte), Mduduzi Mabaso (Johannesburg), Kristina Sharova (Lynnwood, WA), Ellie Tripp (Solar)