



Alice Waters
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Andy,

We are beginning our 3rd day of training today. Randy Singh is doing a great job and we feel we are in capable hands. You can tell the Startel team has spent a lot of time designing the training for existing Startel users as well as those changing from another platform. Beth can probably give you a better understanding of what will be happening since she completed hers. I do know that my staff took the mapping instructions for new keyboards out of the manual and they have been working on that in advance. A supervisor is testing each agent and then they will switch to the new keyboards before the cut. Randy suggested this last idea because then it is not such a shock with new keyboards and new equipment. Will send you anything else that is recommended. It is an exciting week and we are thrilled we bought the CMC.