

**Call Monitoring Consent
Directive: 100-02-12**

As a condition of employment, all employees in the Kansas UI Call Center will be subject to the call monitoring system.

The primary purpose of call monitoring is to identify training needs, acknowledge good performance and address poor performance when necessary. Call monitoring also helps identify operational inconsistencies in procedures or information provided to claimants and employers to ensure equitable treatment of everyone using our services.

Any call monitored as unsatisfactory could result in disciplinary action, up to and including termination.

I hereby acknowledge and understand my calls may be monitored and recorded for quality purposes.

By: _____
(Typed or printed name of CSR)

(Signature of CSR)

Date: _____

Call Center Team Supervisor

By: _____
(Typed or printed name of Supervisor)