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Date: 11/21/2003 7:17:11 PM

Subject: RE: What do you think about this?

Attachments: What is the real meaning of Pheonix.doc

My Vehicle Skill Assessment Coordinator, Rodney DuPree, came up with this wonderful explanation for the term "Phoenix" that we would like to incorporate in our training program (for Call Center agents). I wanted you to review it before we added to our program. I think he captured the meaning of "Phoenix" wonderfully. Let me know if you agree.