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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.