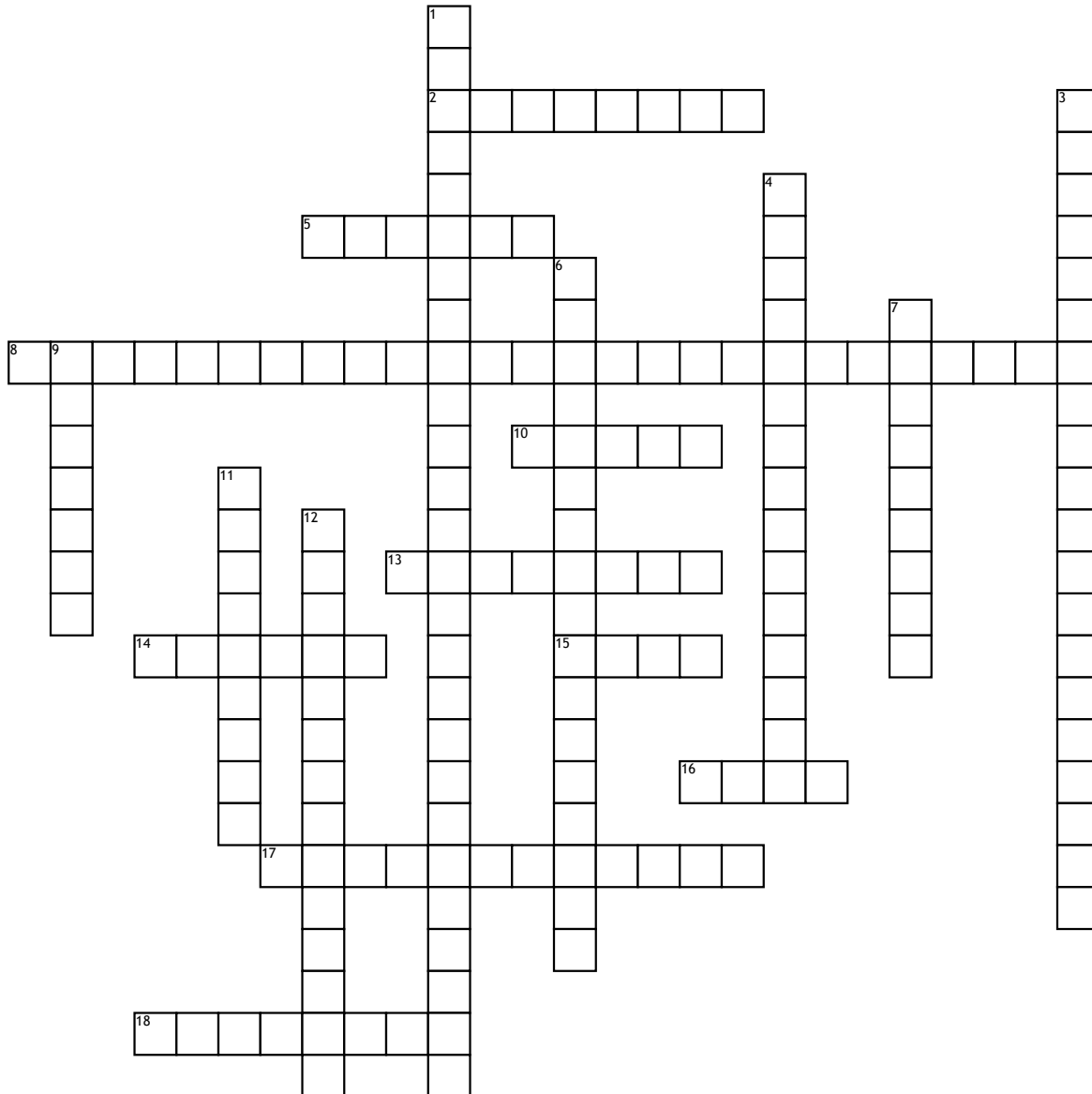


Activity 2-8



Across

2. A disagreement that can occur when end users and user support staff have differing opinions about problem-solving steps, product and service evaluations, or needs assessment project recommendations. Resolving conflicts involves recognizing barriers to resolution as well as tools designed to resolve interpersonal and team dynamics problems.
5. Commentary on a single topic posted on a web forum to which several members may contribute comments; usually organized by date with the oldest messages first.
8. The result of a series of decisions an individual makes about how he or she wants to communicate.
10. The development of technologies and web applications that emphasize the social networking aspects of collaboration and communication among users. Web 2.0 emphasizes interactive use of the web.
13. A lead participant in a conflict resolution situation, usually filled by someone with expertise in training activities and negotiation; a mediator should also have excellent listening skills, an ability to "see both sides," and an ability to remain neutral.
14. A prepared sequence of statements and questions that support agents can use to handle parts of an incident; a script may include decision points and branches to handle different situations.

15. A website feature where a writer posts messages or short articles, and invites members of a user community to comment on them.

16. A personality analysis commonly used in business and industry to identify worker personality and work style preferences.

17. A goal of support service providers that seeks to increase user self-sufficiency and reduce a user's dependence on support services.

18. The first few sentences in a support incident that introduce an agent, form the basis for the first impression of the support service by the user, and get the incident-resolution process started on a positive note.

Down

1. A collection of tools, techniques, and strategies that support agents use during an incident to move effectively and efficiently from the initial greeting to the conclusion of the incident.

3. An organization-wide commitment, shared by everyone from top management to first-line operational staff, that client relations and client satisfaction are the most important aspects of a business.

4. A user who requires special handling strategies because they are angry, uncommunicative, rude or abusive, or exhibit other hard-to-handle behaviors.

6. The facial expressions, body language, tone, and style used in the communication process. Nonverbal communication behavior may be more important than the specific words used in a communication.

7. A website feature that allows for online discussions among members of a user community may take part. User forums emphasize the collaborative nature of the web as a way to encourage interaction and collaboration among users.

9. An understanding of and identification with another person's problem situation, thoughts, and feelings. A support agent who can empathize with a user is able to understand the problem or question from the client's perspective, including why it is important to the client.

11. A user who is technically knowledgeable (or believes that they are), or who may have a relationship with an organization that they feel warrants special attention to their incident.

12. A website devoted to providing clients with product information, software downloads, support staff contacts, and a sales channel. Support websites are a cost-effective method to communicate with users, but should be