

Block 1

L J V Y A T R E A T M E N T S U D Z L J R W P J
L N O I T A C I F I R E V F W G G Q H H L T F P
T W O L F L L A C T G P P O O R Y R C A J W T X
R A F T N H S K A A O J M G P Z E T T L L H R P
O C L C P H F B T G D N N B N P C R S A L Q V Y
P P V E Z L N B R K R I E W E E O S I S K A I D
P U A U R B A S U K D J B A J P G S N F L C C A
A K N A B T F O S N Q K T O T U I E T U I K O S
R E R A C I S Y A D I C R C K K T L E P U N N H
C B W P S F H T E N A P A G Z H I E R R R O N B
T H J V M T S E D L N T Q C I L M R A O J W E O
N S Z M A R C I L O N E S I N Z E I C B N L C A
E Y G P E C V E I O Y I H Q T H L W T I G E T R
M N M D U I R L C H B I F T E Q I T I N F D J D
T E N S D K L T S U T A T S G N N C O G H G Y T
I U N U A I O X V Z F M M W R F E R N U S E L X
M T A Z M N X S E L P I C N I R P G N I D I U G
M L M E O O Y H S J H E F N T C E V R O Y P U U
O V N D B C A N Y M B L D I Y E C N A R U S S A
C O H L Q T K S V W E I M I C H E L C O M B E S
A U O J C O N T A C T M E T J P O M Z K Q W G S
U O I D N C A L L E R S Q S T R A T E G Y B G X
T I V F R M N O I T A C I T N E H T U A L U D P
Q U I C K A C T I O N V N X M O T I V A T O R S

DO NOT CONTACT PORTAL
UNDERSTANDING
QUICK ACTION
MOTIVATORS
DASHBOARD
TIMELINE
TOOLBOX
EMPATHY
ALERTS
TONE

ONE MILLION PROJECT
REPEAT CALLER
INTERACTION
INDIVIDUAL
CALL FLOW
STRATEGY
SUCCEED
CONTACT
VALUE
NBA

GUIDING PRINCIPLES
MICHEL COMBES
ACKNOWLEDGE
COMMITMENT
ASSURANCE
SOFTBANK
RAPPORT
STATUS
SMILE

AUTHENTICATION
VERIFICATION
TREATMENTS
INTEGRITY
WIRELESS
ICONNECT
PROBING
CALLER
ICARE