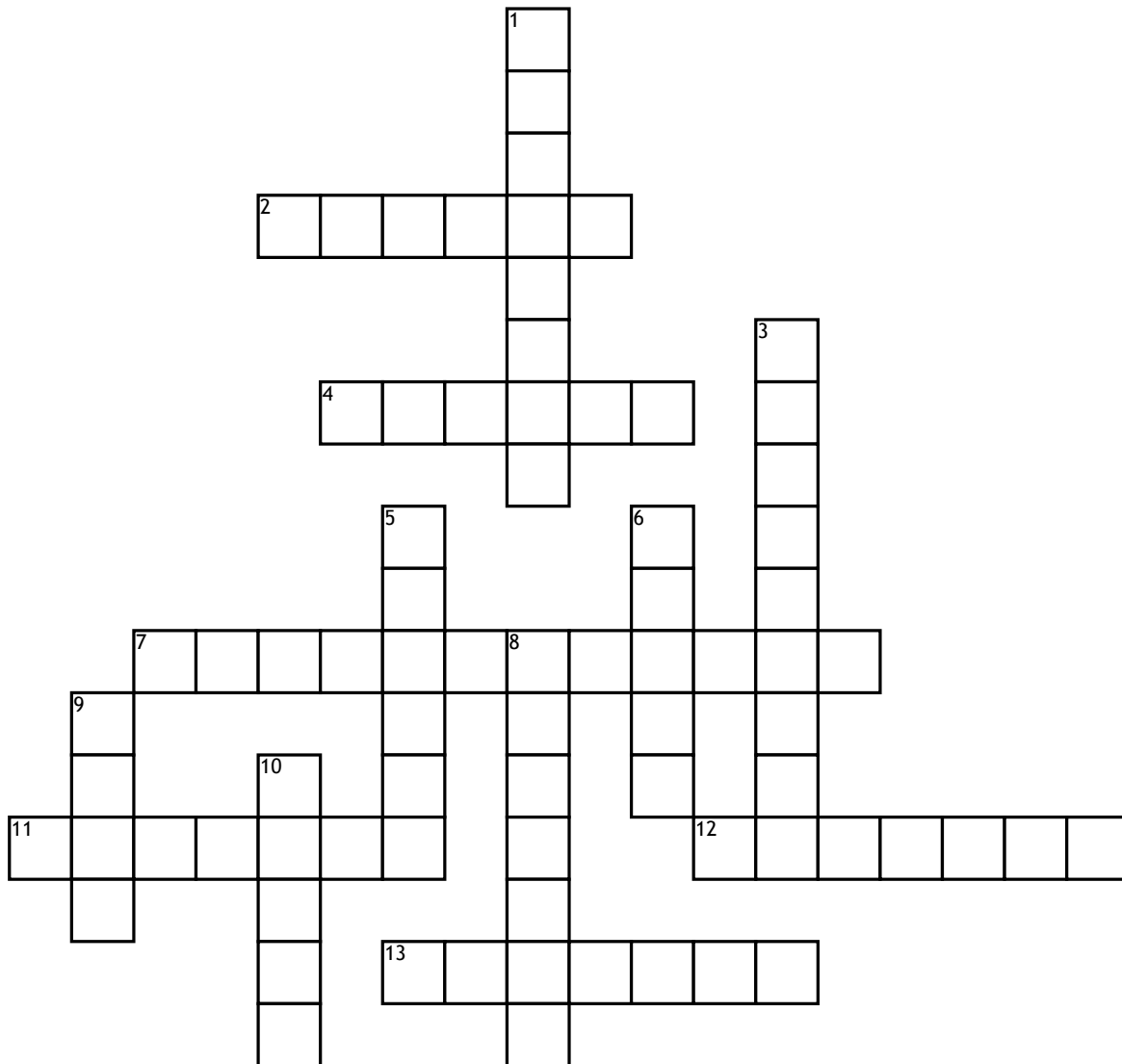


Name: \_\_\_\_\_

Date: \_\_\_\_\_

# CPG Class Day 5



## Across

2. Use \_\_\_\_\_ notes to write down information as you work through a Saver's request

4. Use \_\_\_\_\_ to respond to Saver's request.

7. If you want to find agent updates, which channel should you look at in Slack?

11. Use the knowledge \_\_\_\_\_ in the main part of Zendesk to search for knowledge articles

12. This tool is where you will work in Saver's tickets

13. You can create \_\_\_\_\_ to organize your bookmarks further

## Down

1. If you want to refer back to a resource again, you should do this

3. You can access chat through a \_\_\_\_\_ article.

5. You should make sure you are \_\_\_\_\_ in Slack to receive notifications

6. You will communicate for your role as a Care Agent solely using this tool

8. Use this link under Primary Admin Links to access the Saver's information

9. If you have questions while working through a ticket, you should reach out to an ICAL using this

10. Use the \_\_\_\_\_ credit tool to apply manual credit from within your Zendesk ticket.