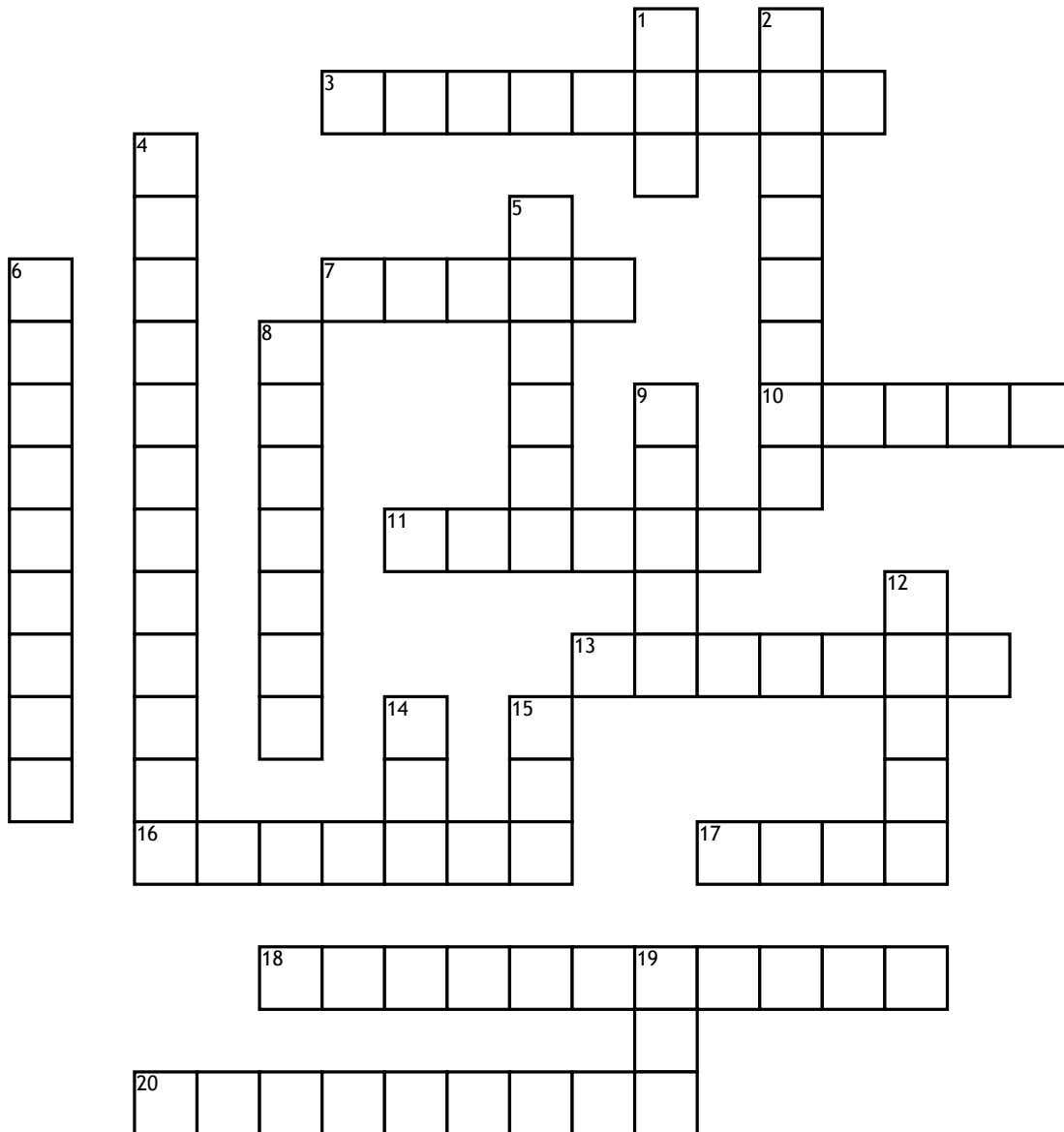


CUSTOMER SERVICE WORD SEARCH



Across

3. Another name for a CRM.
 7. Where one applies for their SAIL application.
 10. Another name for a redetermination.
 11. This is checked when a NHA is received by a customer.
 13. Where your weekly attendance is noted?
 16. When done with a call/case, always be sure to?
 17. Where you look to see if a customer receives unemployment.

18. In order to apply for benefits, you must complete this.

20. The people on a case are considered a _____.

Down

1. Abbreviation for State Review Team?
 2. This "Makes the Dream Work."
 4. Information needed from the customer to complete the case.
 5. In order to update new information, you must complete a _____ form.

6. We are here to help and assist.

8. Always read your emails for _____.

9. What back months/benefits are considered?

12. To check a customer's information, you must check _____.

14. When a case is on hold in CARES, it is on _____.

15. Date a verification is to be returned.

19. To place another person on a case, you must _____ them.