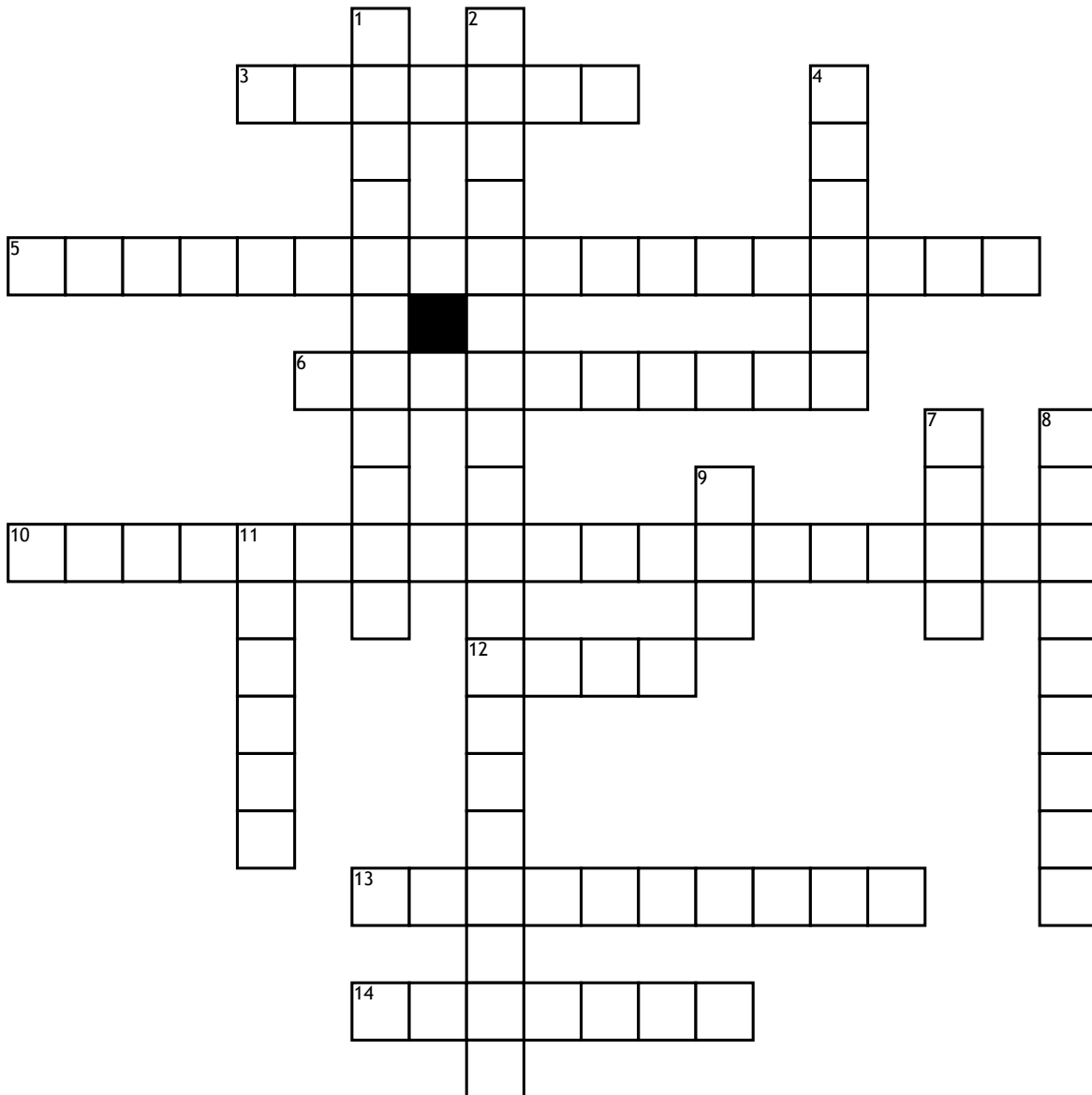


CX Program December 2020 Crossword



Across

3. Data _____ helps you understand where data stems from, where it's been & how it is used (7)
5. What is CX short for in the CX Program? (8,10)
6. The process of merging third-party data from an external source with CVI data is called Data _____ (10)
10. A streamlined and transparent process of review, approval, prioritization and execution of commercial new, non-standard projects. (6,6,7)

12. A test _____ is the complete set of pre-requisites, required data, and expected outcomes for a given instance of a Test (4)

13. What is the CRM system used at CooperVision? (10)

14. Like many of our subscriptions these days this is also a type of clock (7)

Down

1. Who is the program sponsor for the CX Program? (5,6)

2. The Global Coopervision department that owns and delivers all outward facing customer technologies designed to inform, recruit and retain customers (DTP System Apps, Digital Order Management, Messaging etc.) (9,10)

4. If something fails in a test, a _____ is raised (6)

7. In the testing phase of a project, what does the U stand for in UAT? (4)

8. A location where you find all your useful information in one easy to read place (9)

9. A key indicator of performance (3)

11. What is the new tool being implemented to help with Contract Lifecycle Management? (6)