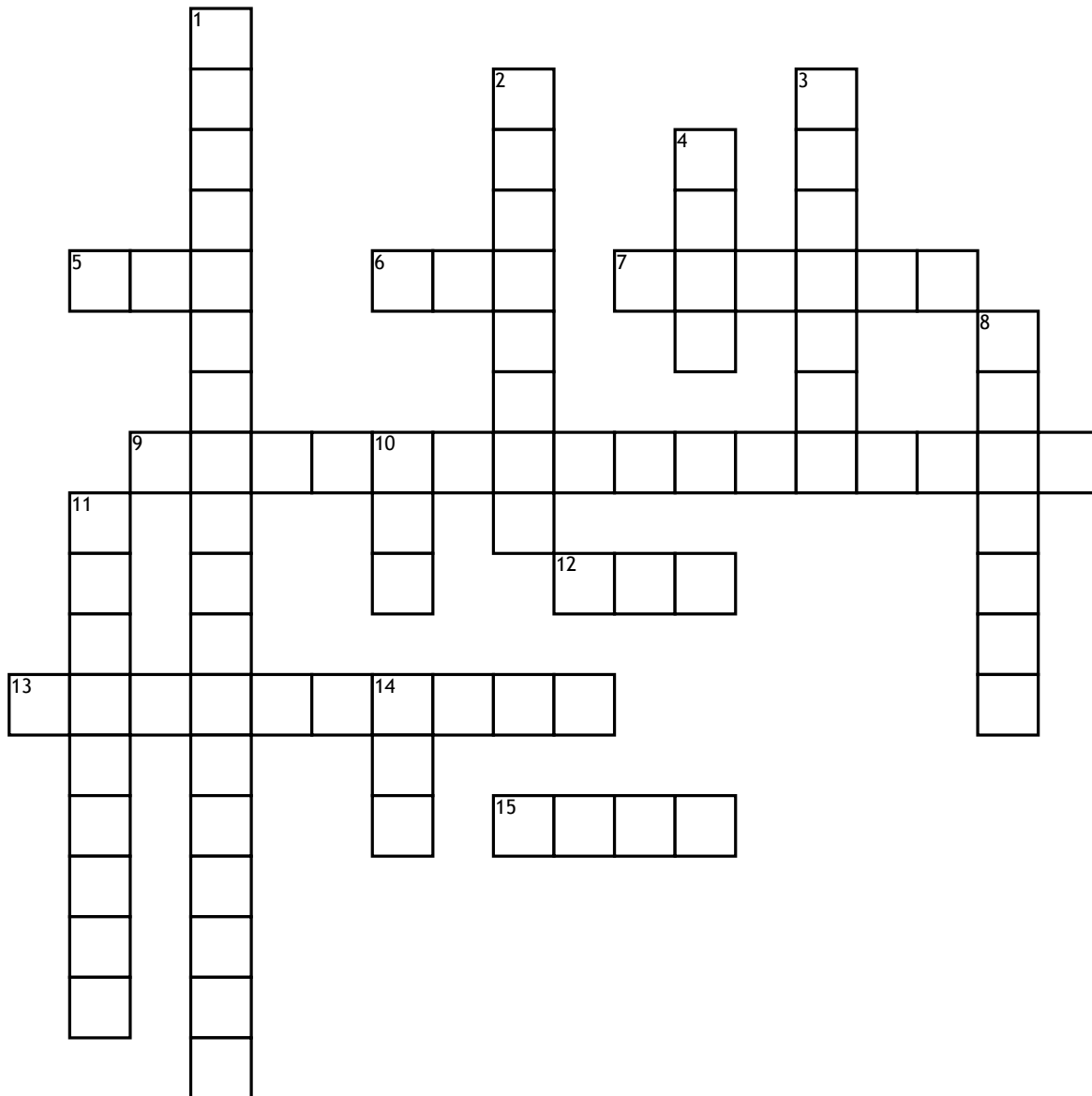# Command Center

Across
5. How many teams do we have in the Command Center?
6. Command Center Coordinator
7. Confirming _____ is important when calling back a customer.
9. Thinking outside the box.
12. Tracking the provider on?

13. What platform will you use?
15. What year was the Command Center initiated?
Down
1. What will you be improving for our customers?
2. ETA has expired
3. What is the last name of the Command Center OM?

4. What client is currently in the Command Center?
8. How many teams do we have in the Command Center?
10. After how many extensions do you look for another provider?
11. ETA has not expired
14. How many cases do you assign to yourself at a time?