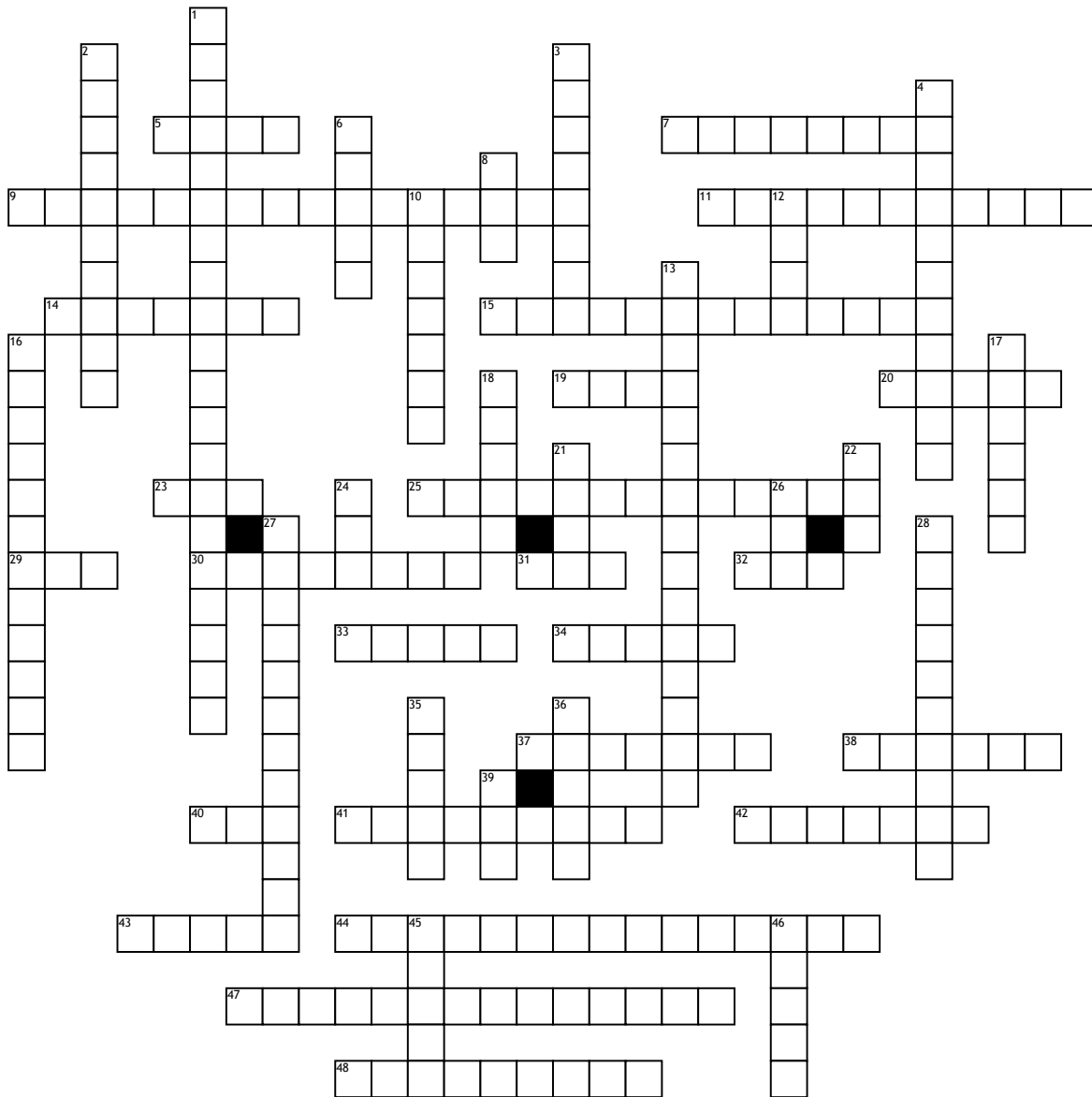


# Conn's Home Plus



## Across

5. Reages counted everyday at 11am and \_\_\_\_pm
7. System used to look at accounts
9. Should ask 3 of these when leaving a message
11. RP
14. Breaks are \_\_\_\_\_ long.
15. Name of furniture store
19. \_\_\_\_ name is what is used to login
20. Time not available for a call.
23. Month to Date
25. Design on 16-30 board
29. The reason the borrower is behind on payments
30. Design on 1-15 board
31. Conn's Color Trait
32. The daily goal for 16-30 reages
33. Put in 607 to \_\_\_\_ late fees.
34. Night-time Supervisor

## 37. PY

38. \_\_\_\_\_ information when needed
40. Leave callback number \_\_\_\_\_ times.
41. Admin Supervisor
42. Mid-Shift Supervisor
43. Right \_\_\_\_\_ Contact
44. Our Goal
47. How you track customer who refused to pay
48. Use \_\_\_\_ questions to verify

## Down

1. Keeps track of accounts that need reviewed
2. Customers do not want to lose this
3. In a state of \_\_\_\_\_, no calls are received.
4. LM
6. \_\_\_\_\_ Detail is printed every day
8. \_\_\_\_\_ Performer
10. TO
12. Amount of late fees an agent can waive in dollars

## 13. Keeps track of your short pays

16. Used to keep track of your reages
17. Morning Supervisor
18. Conn's Accent Color
21. The daily goal for 1-15 reages
22. Should not be on answering machines longer than \_\_\_\_ minute(s).
24. Abbreviation for total
26. Lunches are \_\_\_\_\_ hour long.
27. PT
28. Verify on inbound
35. How \_\_\_\_\_ of the amount are you today?
36. Conn's Operations Manager
39. Company Systems and Services Technologies. Inc.
45. What can help a customer become current at a reduced cost?
46. Used for making calls