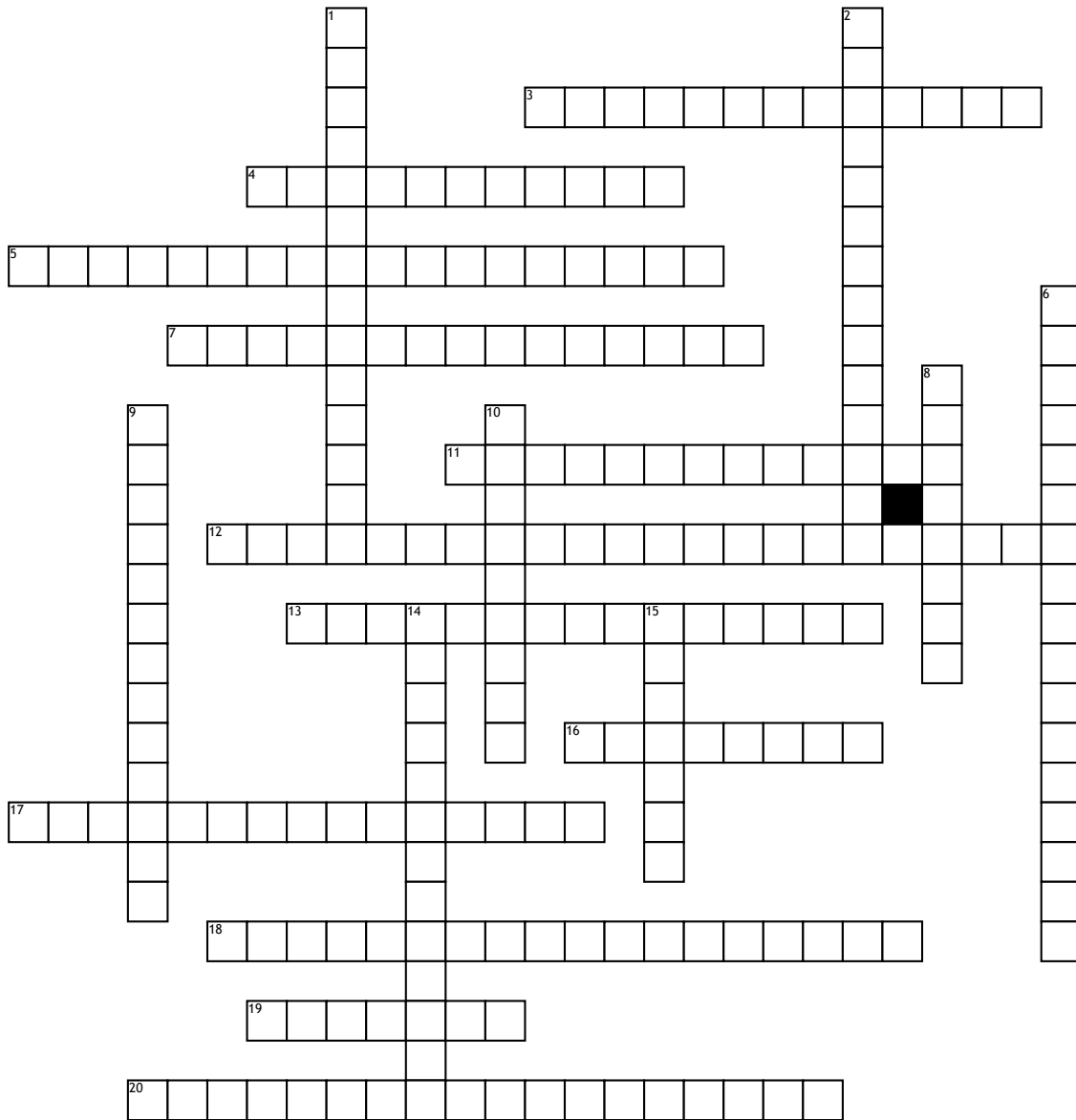


# Customer Relations Terms 2



## Across

3. The person in charge directly above the store level.  
 4. The Walmart Branding used on phone calls.  
 5. When you can't come to a resolution with the customer or they are unwilling to allow you to assist them.  
 7. The tool you would use to find out where to refer a ticket once the customer has spoken to the store manager but was not satisfied with the resolution.  
 11. The system used to find answers to customer issues and directions on how to handle a contact.  
 12. Taking care of the customer's issue the first time they make contact.  
 13. Taking care phone, email and chat contacts.

16. When you must send the caller to another line.  
 17. This is how you let the caller know that you are paying attention and understand why they are calling.  
 18. A supervisor in the store who is not an hourly associate.  
 19. This is the part of the call when you will offer final assistance and the Survey Statement.  
 20. The system used to document all customer interactions.

## Down

1. You must ask permission, provide an expected time frame and thank the caller when you return.  
 2. When you have the caller on the line with you as you are talking to another department.

6. What you are required to say when you must call outside the contact center.  
 8. The opening of your call where you brand the call and give your name.  
 9. The place where the customer's issue took place.  
 10. How you would document the customer's name if they don't want it documented.  
 14. Urgent issues that cannot wait a few business days for a resolution.  
 15. This shows that you understand how the customer feels.