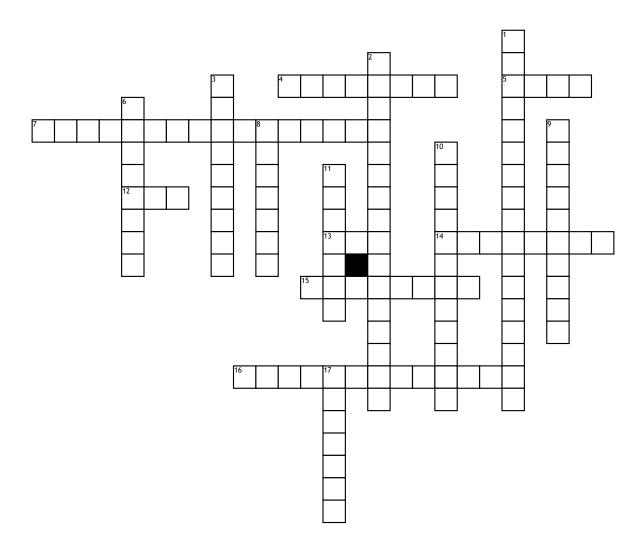# Customer Service Week NPS Crossword

Across

4. Reporting platform used for NPS
5. The last name of the founder of ADP
7. NPS is an acronym for (3 words)
12. Relational surveys are sent to clients how many times per
13. The engine that drives GlobalView
14. _____, Innovate and Grow
15. NPS is for Everybody, (2 words)
16. An average score of 9.5% is our FY20 goal for what type of survey

Down

1. Original name of ADP
2. The name of the GV North America team that is your source for all things NPS (2 words)
3. A client that gives a survey score of 0 to 6 is a
6. Every interaction with a client is an opportunity to create a
8. Our clients' perception is our
9. An average score of 4.0% is our FY20 goal for what type of survey
10. NPS is a key measurement of our clients'
11. A client that gives a survey score of 7 or 8 is
17. Work done by one person or group that benefits others