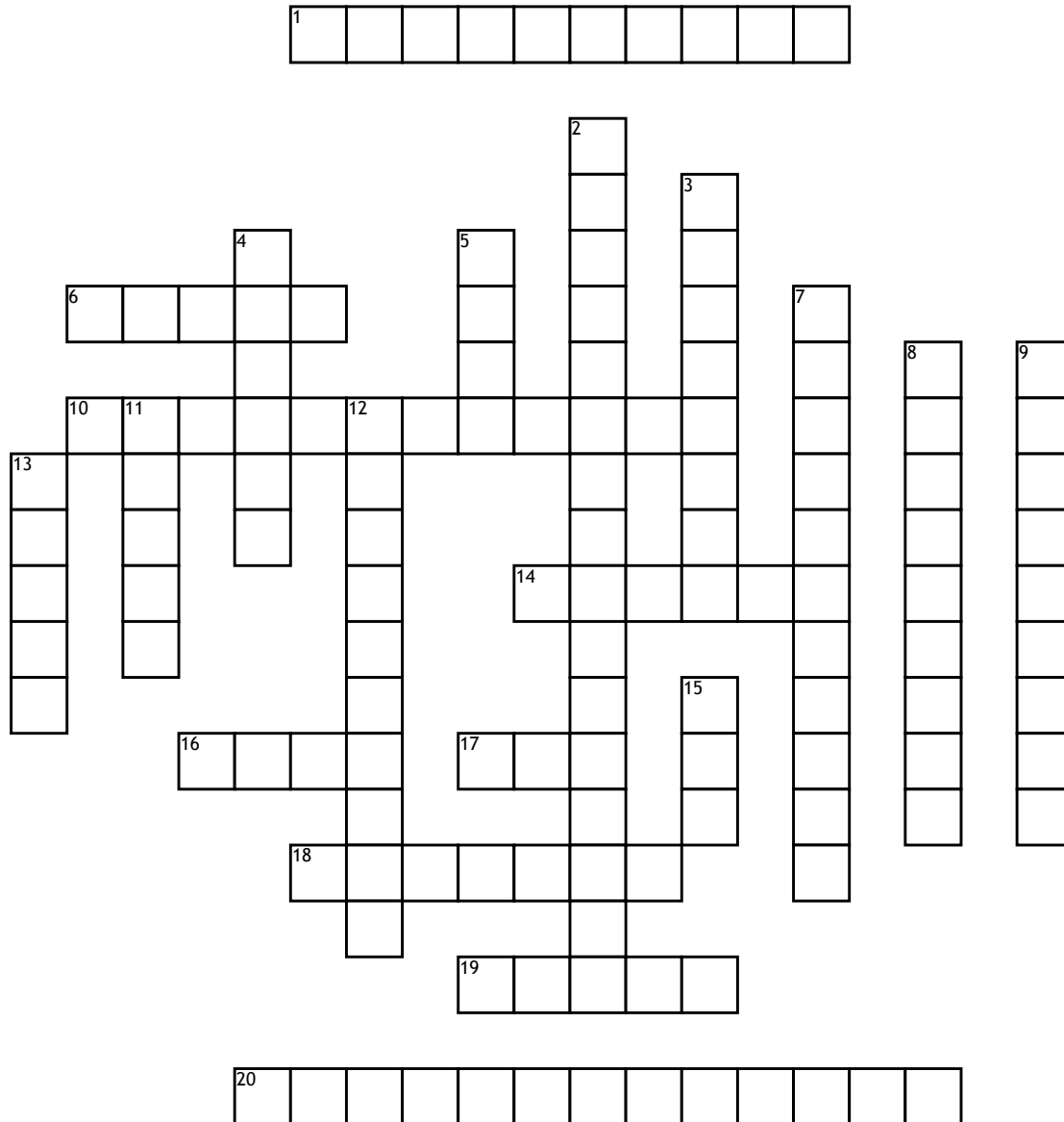


Name: _____

Day in the Life of an Energy Advisor



Across

1. We love to create the fun times, who are we?
6. Which TDSP has a specific code for REP's to use?
10. The trainer who prepares us to take calls is?
14. What system do you make payments in?
16. Where are we driving to?
17. Transfer the customer here to avoid the agent assist fee.
18. What type of calls do you receive?

19. Moments of peace come during what time?
 20. Waving Exit Fees is a part of Just Energy's what?
- ## Down
2. The monitoring of calls is done by which group?
 3. New hires go through this first.
 4. Roll call for Everyone Inbound comes from who?
 5. What button do you press when a customer is irate?
 7. Who you will report to on a daily basis?

8. Who is responsible for updating your schedule?
9. Where do most agents go for lunch?
11. Where do you check your schedule daily?
12. Knowledge base for the Call Center is called?
13. When are you the happiest at work?
15. Not ready to take a call so I go in?