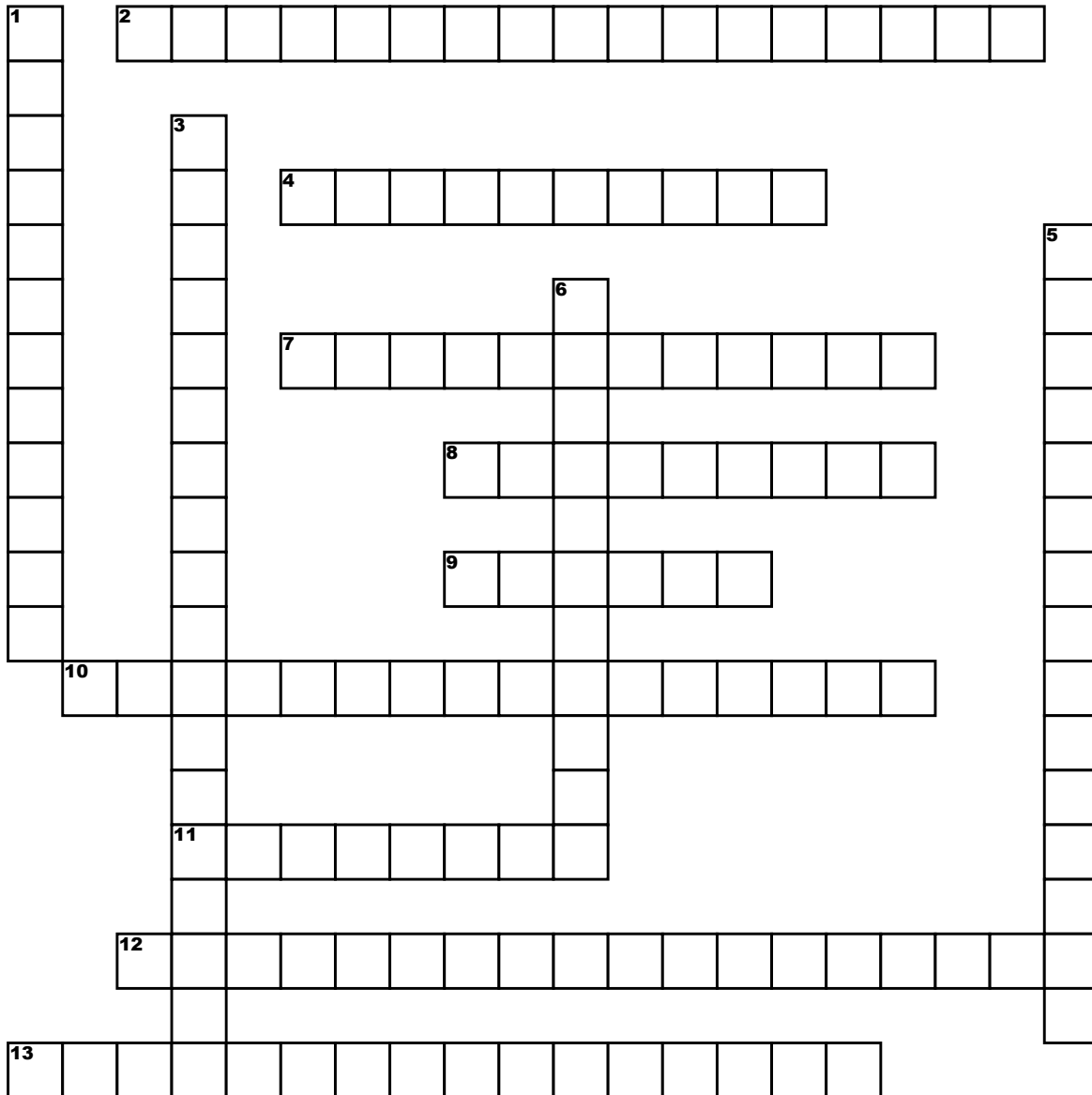


Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Disposition Cross Word Puzzle



## **Across**

**2. I'm busy right now.**

**4. Fast Busy Signal**

**7. Successful Transfer**

**8. Customer says put me on your do not call list**

**9. Customer hangs up**

**10. Consumer voicemail message**

**11. Phone rings and rings without voicemail**

**12. If the consumer holds for 2 minutes but the lender does not pick up . Remember to schedule a callback within 15-20 mins**

**13. I'm not interested**

## **Down**

**1. Phone number does not work**

**3. Customer on hold waiting to be transferred but hangs up within less than 1:30**

**5. Customer does not understand you**

**6. The number does not belong to the person you are attempting to reach**