

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

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

# Knowledge Article 1806

## Across

3. To \_\_\_\_\_  
Support

7. Stay on the  
line with  
\_\_\_\_\_/provider

8. Conduct a  
warm

10. Ensure to  
offer further

## Down

1. Call from  
hospitals or

2. Hold time  
may

4. Provide  
\_\_\_\_\_ number to  
hospital/provider

5. Use script  
from \_\_\_\_\_ 1806  
(abbr.)

6. Follow KA  
1417 to \_\_\_\_\_  
transfer the call

9. Select  
option

