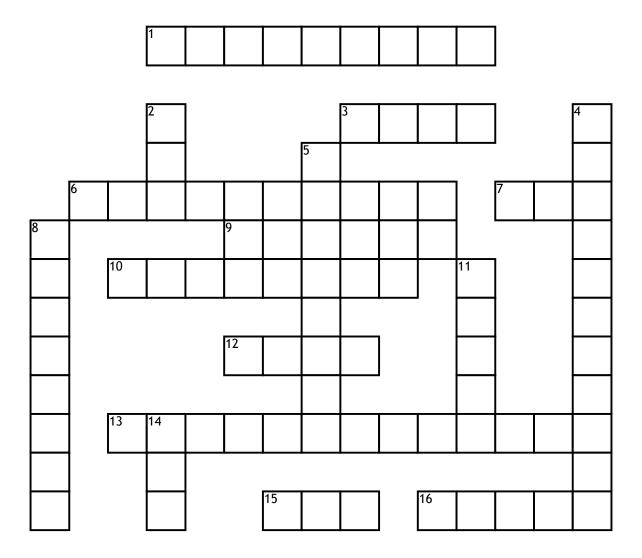# Nissan DCS

Across

1. In Avaya, where can you save generalized questions/comments?

3. In which system can you find answers to dealer's issues?

6. What identifies the solution to all issues in the EKMS system?

7. What system do user create claims in and then transmit to the DCS?

9. Which tab is used the less in DCS?

10. What is listed at the top of every chat session?

12. If an part cannot be ordered by dealer, who else can order it for them?

13. Who has the authority to change permissions for an employee?

15. Who corrects data on admin reports in the DCS

16. What tab in DCS/DBS allows dealerships to monitory vehicle inventory?

17. Which feature cannot be done on month end?

Down

2. Who changes the return Date in the DCS for Dealers?

4. What action can dealers access in DCS no matter what tab they are under?

5. Which Dealership Deals with ASR?

8. Which team processes all SVC orders?

11. What is the name of our Chat System

14. Which system allows you to physically see dealer's issue