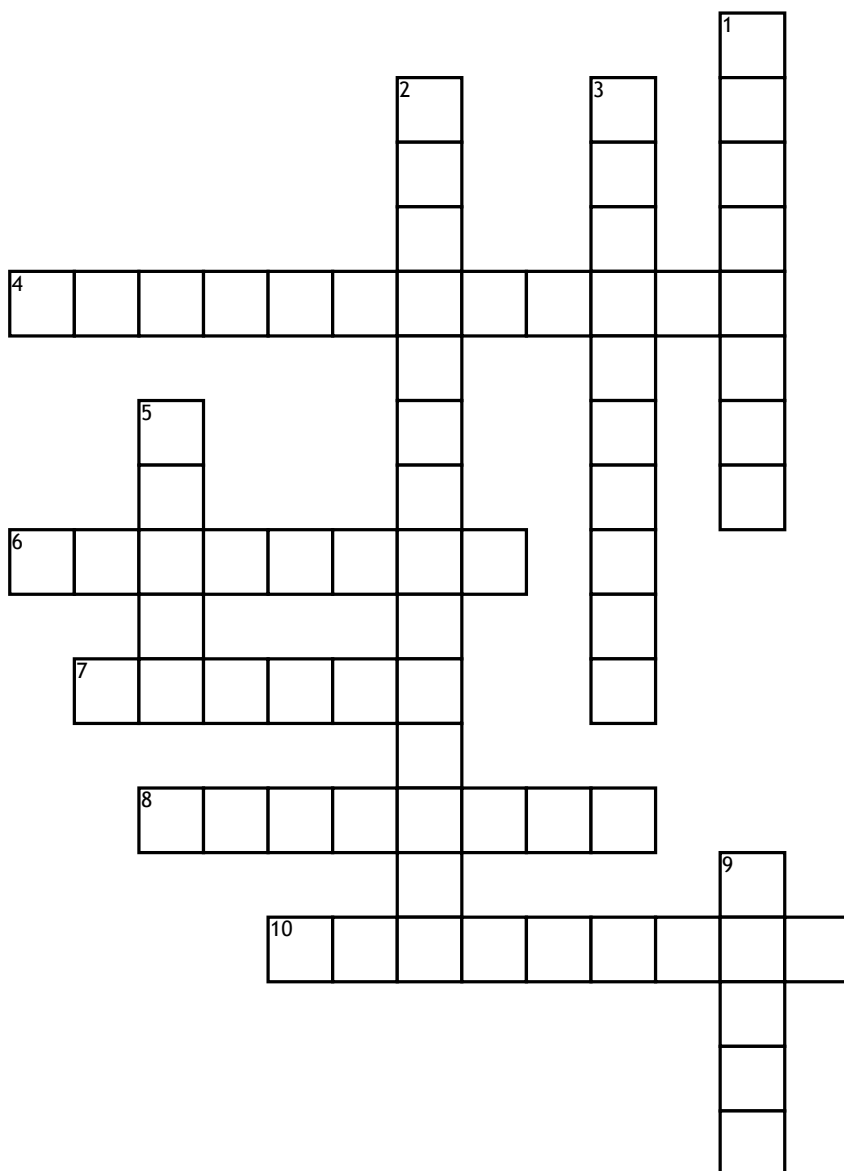


Our Promise



Across

4. What should you show the customer when sincerely thanking them?
6. When helping a customer what should be personalized?
7. When finding the right solutions you should take ownership and_____.
8. What should your greeting be to the customer?
10. What should you use to ensure complete resolution?

Down

1. What should your goodbye be when closing the call?
2. What should you be explaining the benefits of when educating the customer?
3. When helping a customer what kind of questions should you ask?
5. When helping a customer what should be friendly and genuine?
9. When helping a customer what should you do with the solution?