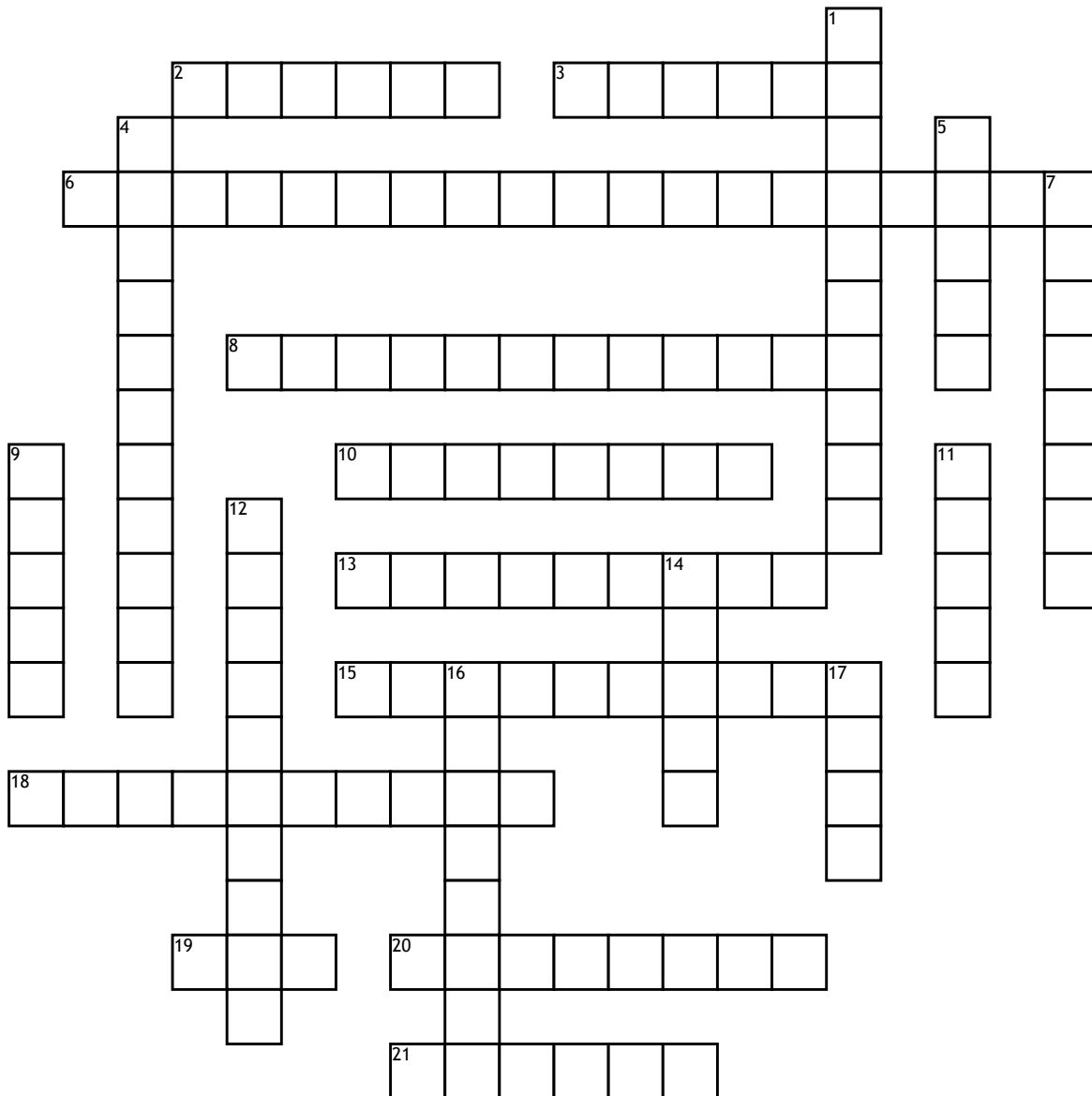


Name: _____

Date: _____

QCS May 2021 Crossword



Across

2. First Name of founder of QCS
3. Last name of the VP of Sales for QCS
6. What does WIG stand for?
8. First QCS Client that we still dial for today
10. Last name of the 1st employee the founder of QCS hired
13. When a customer asks not to be called again what list does that number go on
15. Application the AT-Home team supervisors use to view the agent's screen

18. First and Last name of the newest Operations Manager

19. Sister company to QCS
20. Ticket system that both the IT & the Optum agents use?
21. The 'M' in SMB Program stands for what?

Down

1. Brand name of our texting application
4. Holiday Mexico celebrates this month
5. System the QAT team uses to dial on

7. Business APP that is similar to Facebook but for business connections

9. Biggest Outbound QCS Client

11. Month Dean Garfinkel was born?

12. 2021 WIG goal is to Bill 466,966 hours with a gross margin of a minimum of ___% (fill in the blank)

14. Name of QCS Biggest Inbound Client

16. Name the client that we audit at the beginning of every month

17. First name of the employee that shares the same last name as the person on the 10 dollar bill