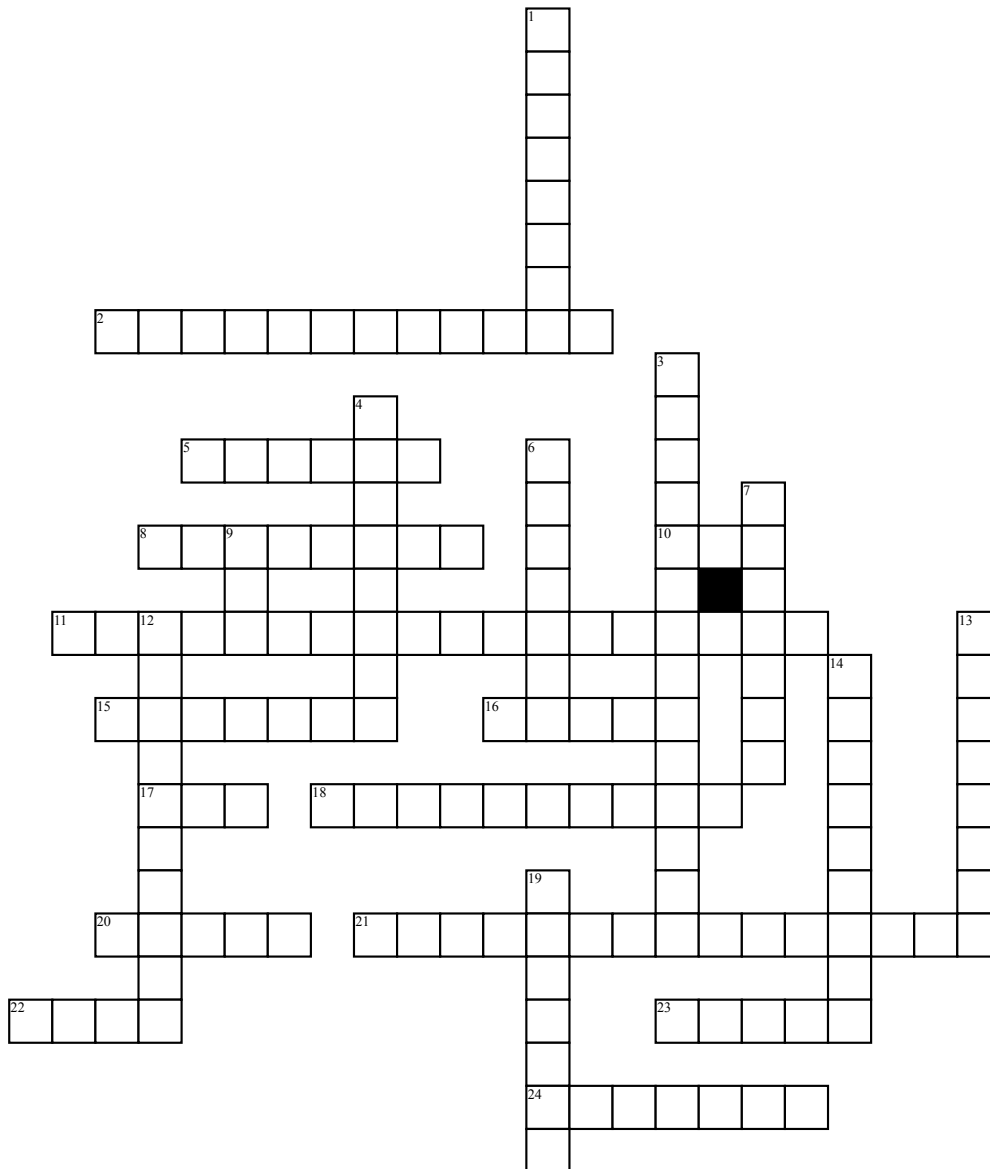


Quality Assurance



Across

2. How was your weekend
 5. Billing System
 8. What work day can we not submit MVI or MVO's?
 10. How many non ercot verifiers are needed?
 11. Submits Request to Correct Department
 15. Ask Questions
 16. Highlight or promote a company (component)
 17. Which Market is pay or stay

18. Make customer aware of special promotions
 20. To Regard or esteem highly (component)
 21. Verification Process
 22. How many QRC components are there?
 23. How many ercot access items are needed?
 24. To deal with, settle, solve (component)

Down

1. Get knowledge of, learn of (component)

3. Credit/debit cards are taken
 4. Set up to Actions to be taken
 6. 15 seconds allowed
 7. Establish successful communication (component)
 9. How may forms of payment are accepted for deposit
 12. Restate Customers Request
 13. Apologetic/Sympathetic
 14. Educate on Website
 19. Re-iterate overall call