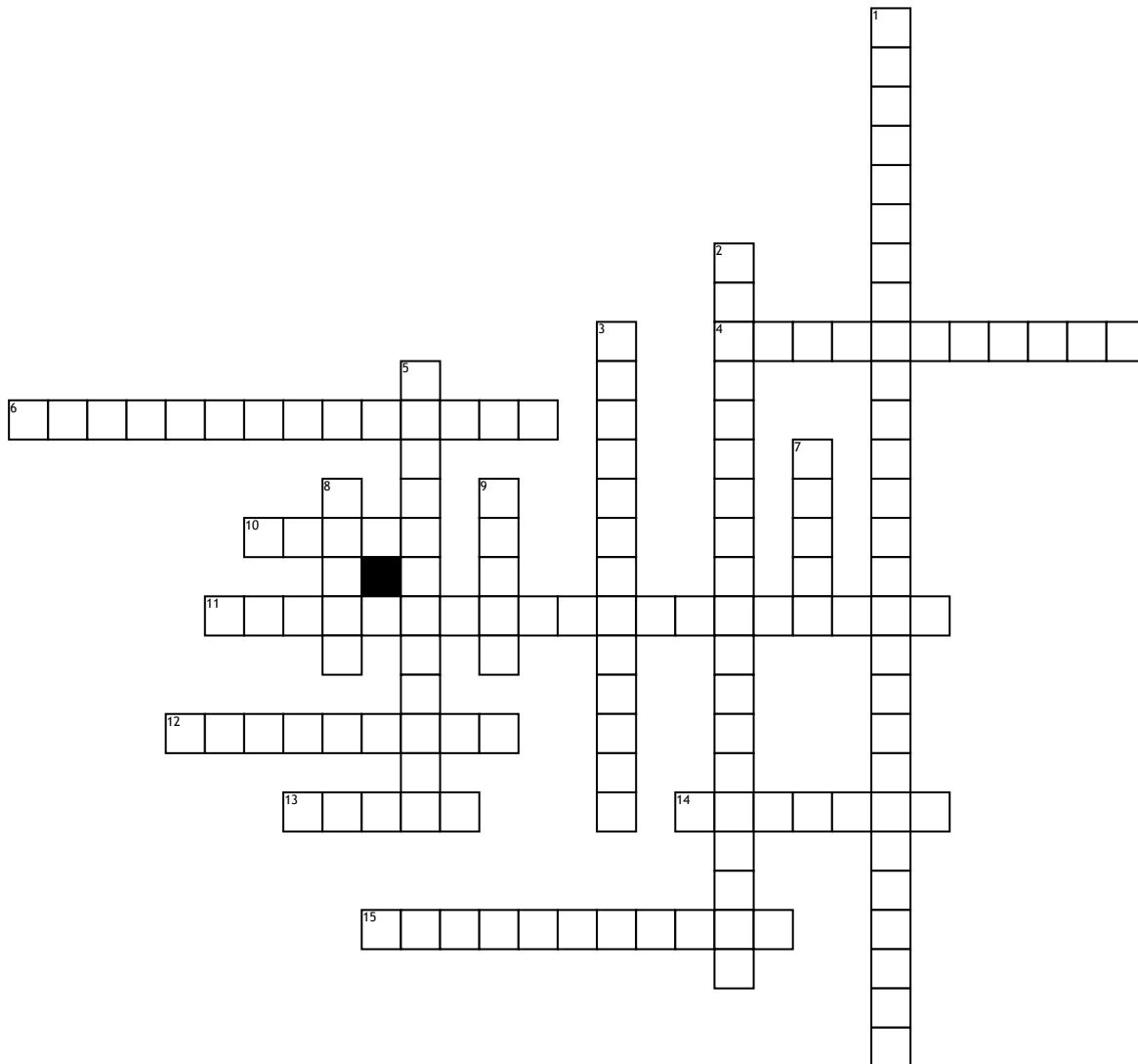


Name: _____

Date: _____

Ulysses Learning



Across

4. You want to what a callers issues/emotions?
 6. Customer want the opportunity to accept your solution
 10. Remember to?
 11. This questions makes sure all needs are meet
 12. Recap and Provide?

13. When speaking to a member always

14. What do you Gain?

15. Ulysses is a?

Down

1. This gives the caller a sense of choice
 2. This prepares the caller to share information

3. What do you do to gain control of a call?

5. who is your master coach

7. How do you investigate?

8. How many steps are there for the call strategy?

9. Ensures the caller has clear expectations?