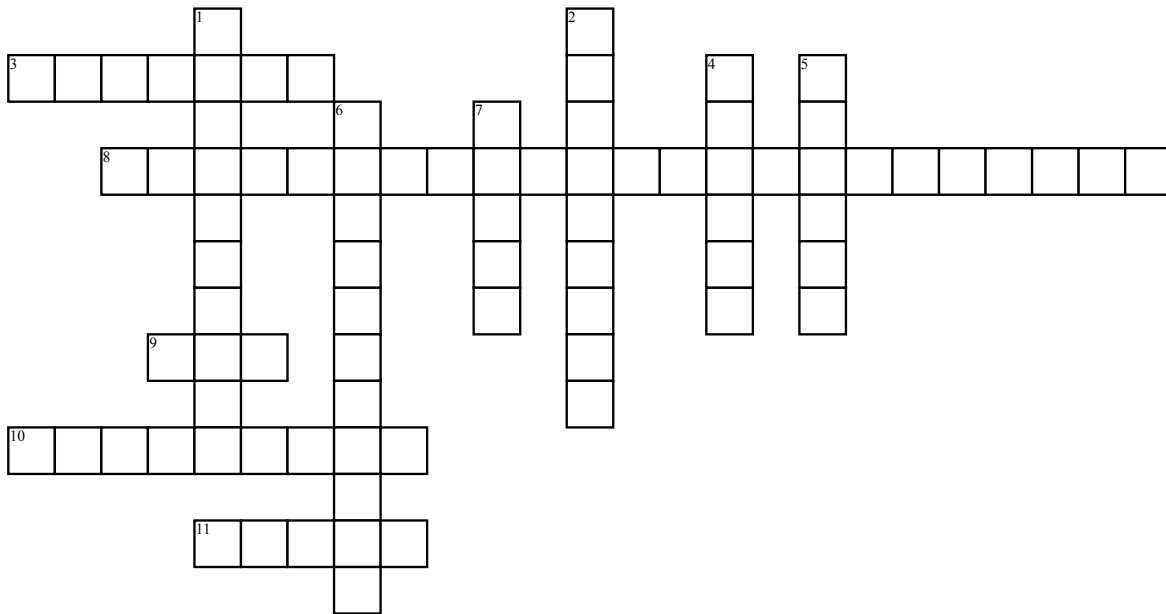


Name: _____

Date: _____

Week 1



Across

3. www. _____ .com
8. Contact center consultants should use this online manual to find most information on polices and procedures.
9. This system is used to track your time. It will allow you to select a not ready code when going to break or lunch.
10. This means you heard and understood the customer's needs and their perspective
11. The Customer _____

Down

1. This is repeating the customers words in your own words to confirm understanding.
2. This tab on the intranet is used to house Contact Center specific documents
4. This system is used to enter your time card
5. Serves as an "addition"
6. Providing information and options that focus on the customer's needs
7. Serves as a "subtraction"