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Advanced Tech Support : Systems

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| **Across**  **1.** WHERE WE CAN LAUNCH OTHER PROGRAMS W/IN MYCSP  **3.**  FUNDS ISSUED BACK TO A MOBILE ACCOUNT  **4.** A FOLLOWUP  **6.** THIS IS A SUMMARY OF THE CUSTOMERS ACCOUNT  **8.** THIS SYSTEM SHOWS US NETWORK PROVISIONING  **13.** AN INTERNAL ESCALATION RTICKET FILED WITHIN CLARIFY  **14.** THIS SYSTEM IS USED TO VIEW ACCOUNT PROVISIONING  **17.**  BACKUP TELEGENCE OPTION  **18.**  USED TO CONNECT OUR CALLERS TO OTHER DEPARTMENTS  **19.** THIS SYSTEM IS USED TO VIEW PREPAID PROVISIONING  **21.** MOBILE DEVICE DEVELOPED BY APPLE  **22.** THIS IS A TROUBLESHOOTING CONSOL WITHIN CLARIFY  **23.** PRIMARY PROGRAM USED TO TROUBLESHOOT & VERIFY  **24.** USED TO MIRROR CUSTOMERS SELFSERVICE OPTION  **25.** PRIMARY SELF SERVICE OPTION  **26.** OPEN SOURCE OPERATING SYSTEM | **Down**  **2.**  FUNDS ISSUED BACK TO A CUSTOMERS CREDIT CARD/ BACK ACCOUNT  **5.**  WHEN SERVICE OR TOWER IS TEMPORARILY DOWN  **7.**  OUR VIRTUAL PHONEBOOK  **9.** OUR VIRTUAL DICTIONARY  **10.** USED TO CLASSIFY A CALL IN CLARIFY  **11.** THIS PROGRAM WILL SHOW US OUTAGE/TICKET DETAILS  **12.** THIS SYSTEM IS USED TO CHECK COVERAGE & TOWER STATUS  **15.**  OUR PRIMARY SEARCH ENGINE  **16.** USED TO PROCESS PAYMENTS & PAYMENT ARRANGEMENTS  **20.** SYSTEM USED TO VIEW PREVIOUS INSURANCE & WARRANTY CLAIMS |