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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  |