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Call Control

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| C | A | L | L | C | O | N | T | R | O | L | R | B | G | M | R | X | H | P | X | V | H | H | M |
| D | U | S | H | Y | M | N | U | Y | Y | E | R | H | P | S | Z | P | L | E | A | S | A | N | T |
| C | I | Y | B | D | S | O | W | I | D | I | O | J | I | X | C | U | N | V | A | L | R | I | E |
| L | S | M | W | V | C | I | C | I | D | A | D | I | F | F | I | C | U | L | T | L | N | W | C |
| A | K | N | N | R | E | P | R | G | E | S | Q | T | U | A | N | L | T | C | D | G | I | E | Q |
| R | G | N | W | Q | O | E | I | F | E | C | L | H | O | G | T | G | F | E | N | A | M | N | L |
| I | K | A | M | A | C | N | R | I | A | E | A | T | A | N | F | N | K | I | S | X | S | Q | G |
| F | X | P | W | T | G | Q | R | N | C | N | N | H | I | O | E | F | L | U | X | H | N | V | Y |
| Y | D | J | I | F | D | A | V | T | T | T | O | A | T | J | W | B | M | U | G | R | J | I | C |
| I | X | O | M | L | D | N | B | E | I | K | I | N | V | H | M | M | R | L | O | A | Z | J | I |
| N | N | N | C | N | R | A | I | G | V | Z | S | K | O | A | A | H | C | Z | Q | B | Q | U | B |
| G | F | L | U | X | A | L | O | R | E | V | S | Y | R | R | V | B | X | J | Y | T | J | D | M |
| Z | C | O | B | N | G | Y | A | I | L | A | E | O | Y | R | Y | U | Q | A | V | W | S | G | J |
| N | B | C | F | J | L | T | W | T | I | P | F | U | R | A | X | G | K | P | Y | H | K | E | D |
| R | O | J | D | A | F | I | C | Y | S | H | O | D | H | E | Y | H | T | A | P | M | E | M | W |
| E | F | I | B | C | N | C | X | Z | T | O | R | N | Q | O | D | G | Z | V | S | L | D | E | J |
| Z | P | S | T | A | Q | A | G | E | E | C | P | R | L | U | F | R | E | E | H | C | S | N | X |
| P | L | N | Z | N | P | L | B | Q | N | T | F | E | E | L | I | N | G | S | S | M | S | T | C |
| R | E | H | D | T | E | B | H | S | E | G | N | I | T | A | L | A | C | S | E | E | D | A | A |
| E | A | O | N | L | G | T | L | W | R | Q | A | B | S | M | I | L | E | M | R | A | V | L | R |
| Z | S | P | S | B | K | E | T | A | N | O | I | S | S | A | P | M | O | C | C | W | Y | D | I |
| U | E | T | W | A | P | D | Z | A | B | F | H | V | P | B | B | Q | U | U | O | E | G | I | N |
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   tone       professional       summary       redirection       analytical       de-escalating       bridging       caring       attention       healing       angry       judgemental       smile       please       call control       thank you       sad       compassionate       cheerful       boundaries       reflection       respectful       feelings       active listener       pleasant       difficult       rambling       clarifying       integrity       empathy