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| Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Customer Service for the Call Center

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|  |  |  |  |  |  |  |  | 1  R |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | 2  B | R | A | I | N | S | T | O | R | M | I | N | G |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|  |  |  |  |  |  | 3  N | O | T | I | F | I | C | A | T | I | O | N |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  | C |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  | A |  |  |  |  |  |  |  | 4  I |  |  |  |  |  |  |  |  |  |  | 5  S |  |  |
|  |  |  |  |  |  |  | 6  B | U | S | I | N | E | S | S | A | N | A | L | Y | S | T |  |  |  | 7  F |  | C |  |  |
|  |  |  |  | 8  R |  |  |  | S |  |  |  |  |  |  |  | C |  |  |  |  |  |  |  |  | L |  | O |  |  |
|  |  |  |  | E |  |  | 9  B | E | N | C | H | M | A | R | K | I | N | G |  | 10  I |  |  | 11  E |  | O |  | P |  |  |
|  |  |  |  | S |  | 12  D |  |  |  |  |  |  |  |  |  | D |  |  |  | N |  |  | X |  | W |  | E |  |  |
|  |  |  |  | O |  | I |  |  |  |  |  |  |  | 13  P |  | E |  |  |  | T |  |  | I |  | C |  | C |  |  |
|  |  |  |  | L |  | G |  |  |  |  |  |  |  | A |  | N |  |  | 14  G | A | N | T | T | C | H | A | R | T |  |
|  |  |  |  | U |  | I |  |  |  | 15  T |  |  |  | Y |  | T |  |  |  | N |  |  | P |  | A |  | E |  |  |
|  |  |  |  | T |  | T |  |  |  | U |  | 16  A |  | B |  | M |  | 17  S |  | G |  |  | O |  | R |  | E |  |  |
|  |  |  |  | I |  | A |  |  | 18  T | R | E | N | D | A | N | A | L | Y | S | I | S |  | L |  | T |  | P |  |  |
|  |  |  |  | O |  | L |  | 19  E |  | N |  | O |  | C |  | N |  | M |  | B |  |  | L |  |  |  |  |  |  |
|  |  |  |  | N |  | A |  | T |  | O |  | M |  | K |  | A |  | P |  | L |  |  |  |  |  |  |  |  |  |
|  |  |  |  | D |  | G |  | H |  | V |  | A |  | P |  | G |  | T |  | E |  |  |  |  |  |  |  |  |  |
|  |  |  | 20  B | A | S | E | L | I | N | E |  | L |  | E |  | E |  | O |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | T |  | N |  | C |  | R |  | Y |  | R |  | M |  | M |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | A |  | T |  | S |  | R |  |  |  | I |  | E |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  | 21  P | A | R | E | T | O | A | N | A | L | Y | S | I | S |  |  |  |  |  |  |  |
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| **Across**  **2.** technique performed by a group of people and designed to generate ideas  **3.** inform all stakeholders in the incident management process  **6.** individual who is skilled at working with end users to determine their needs  **9.** process of comparing the servic desk's performance metrics  **14.** bar chart that is often used to illustrate a project schedule  **18.** methodical way of determining and, when possible, forecasting service trends  **20.** a metric used to show a starting point  **21.** determining the most significant causes | **Down**  **1.** basic reason for understanding an desirable condition or problem  **4.** process responsible for managing the lifecyle of incidents  **5.** a term used to describe unplanned changes to project's scope  **7.** diagram that shows the sequence of tasks  **8.** details that describe how an incident was resolved  **10.** characteristic that is difficult to measure precisely  **11.** measurement technique that combines Yes or No  **12.** software routine that waits in the background and performs an action  **13.** the period of time over which the benefits of an investment are received  **15.** the ratio of the number of workers who had to be replaced in a given period  **16.** deviation or departure from the average or the norm  **17.** a sign or indication that incident has occurred  **19.** the tules and standards that govern the conduct of a person or group |