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Customer Service for the Call Center

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|  |  |  |  |  |  | 3N |  O |  T |  I |  F |  I |  C |  A |  T |  I |  O |  N |  |  |  |  |  |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  | 6B |  U |  S |  I |  N |  E |  S |  S |  A |  N |  A |  L |  Y |  S |  T |  |  |  | 7F |  |  C |  |  |
|  |  |  |  | 8R |  |  |  |  S |  |  |  |  |  |  |  |  C |  |  |  |  |  |  |  |  |  L |  |  O |  |  |
|  |  |  |  |  E |  |  | 9B |  E |  N |  C |  H |  M |  A |  R |  K |  I |  N |  G |  | 10I |  |  | 11E |  |  O |  |  P |  |  |
|  |  |  |  |  S |  | 12D |  |  |  |  |  |  |  |  |  |  D |  |  |  |  N |  |  |  X |  |  W |  |  E |  |  |
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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 |