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Knowledge Article 1806

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| **Across**  **3.** To \_\_\_\_\_\_\_ Support  **7.** Stay on the line with \_\_\_\_\_\_\_/provider  **8.** Conduct a warm  **10.** Ensure to offer further | **Down**  **1.** Call from hospitals or  **2.** Hold time may  **4.** Provide \_\_\_\_\_\_ number to hospital/provider  **5.** Use script from \_\_\_\_\_ 1806 (abbr.)  **6.** Follow KA 1417 to \_\_\_\_\_\_ transfer the call  **9.** Select option |