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

Mondelez Crossword

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| 19 |  |  |  |  |  |  | 20 |  |  |  |  |  |  |  |  |  |  |  |  |

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| **Across**  **1.** When a consumer calls us to inquire about certain product information which is not explicitly available, we as Consumer Conversation Agents send a request to the other teams to provide this information. Such a process is termed as Product \_\_\_\_\_\_\_\_ Request  **6.** A substance in the environment that causes a person's immune system to react abnormally  **9.** Best \_\_\_\_\_\_\_\_\_ Date  **11.** Asking questions aimed at getter deeper detail about particular issue  **14.** Example of reason code that complains about a pruduct much smaller than it used to be  **16.** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Product Code  **17.** Statement entered into Pega which relates Consumer concern  **18.** A forbdden phrase  **19.** Phrase that acknowledges a consumer's issue  **20.** After Complaint, what is the next reason code in order of importance? | **Down**  **2.** When a consumer call about animal droppings inn their product the agent should\_\_\_\_\_\_\_\_\_\_\_ call  **3.** What protein found in wheat, rye, barley, oats or spelt.  **4.** Mondelez products include a what type of statement on the pack if the possibility exists that allergens may be present in the product  **5.** when someone develops symptoms following exposure to an allergen  **7.** Reason Code that describes lack of consumer satisfaction  **8.** I bought Trident Peppermint yet inside is actually Spearment.  **10.** List of contents in products  **12.** Fourth step of Call Flow  **13.** Mondelez brand of breakfast biscuit  **15.** Ontario Canada is a \_\_\_\_\_\_ |