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

Mondelez Crossword

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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 \_\_\_\_\_\_ |