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| **Across****4.** The activities which do not appear on a calendar (no start or end time planned).**6.** The individuals associated with your accounts.**7.** A new product interest created from a new or existing customer. **8.** A company, entity, organization, or consumer that you do business with.**9.** An individual consumer with whom you do business with.**10.** When a product interest has been converted to a sale in progress.**11.** The activities which do appear on a calendar (has a start and end time planned). | **Down****1.** Shows a list of recent activities in Salesforce. **2.** Any accounts managed by our financial institution, i.e. checking accounts, savings accounts, mortgages, credit cards, investment accounts, and insurance policies.**3.** This lets you share information with specific people. **5.** Created to track and solve your customer's issues. |

   Account       Chatter Feed       Chatter Group        Case       Contacts       Events       Financial Accounts        Lead and Referral       Opportunities       Person Account       Tasks