VCC Procedure Crossword

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| **Across**  **2.** If agent doesn’t select the Release within the pop up window and selects the Release from the VCC desktop, it will \_\_\_\_\_\_\_\_\_\_the entire call for all parties involved  **8.** VCC has a caller ID feature that allows you to see which \_\_\_\_\_\_\_\_\_\_\_ the customer called to reach the call center  **9.** ALI (Agents Logged In) column on the queue tracker reader shows how many \_\_\_\_\_\_\_\_\_\_ are logged into VCC that could possibly be answering phones  **10.** \_\_\_\_\_\_\_\_\_\_Transfer, transfers customers to another number without any hold time or introductions between agents. This is used when transferring to other automated phone systems such as activation line or IVR system.  **11.** The \_\_\_\_\_\_\_\_\_\_ level the agent has to be answering that category of calls  **12.** LCQ (Longest Call Queue) column on the queue tracker reader shows how many seconds the caller has been \_\_\_\_\_\_\_\_\_\_ in queue | **Down**  **1.** To join the original agent, new agent and customer in a three-way call to provide a solution you would select Warm \_\_\_\_\_\_\_\_\_\_ when initiating a transfer.  **3.** After Call Work (ACW) allows an agent to take a little extra time to work for a customer’s \_\_\_\_\_\_\_\_\_\_ after completing the phone call  **4.** VCC Desktop used to answer phones in the call center areas along with tracking call center \_\_\_\_\_\_\_\_\_\_.  **5.** The Redirect List is used for the\_\_\_\_\_\_\_\_\_\_ numbers of different departments that customers are redirected to  **6.** Use the \_\_\_\_\_\_\_\_\_\_mode when needing to place agents not ready to answer phones. Each Aux mode is assigned to a specific task that the agent would be doing.  **7.** When using the wireless headset the \_\_\_\_\_\_\_\_\_\_ phone will ring to make connection with the phone. |