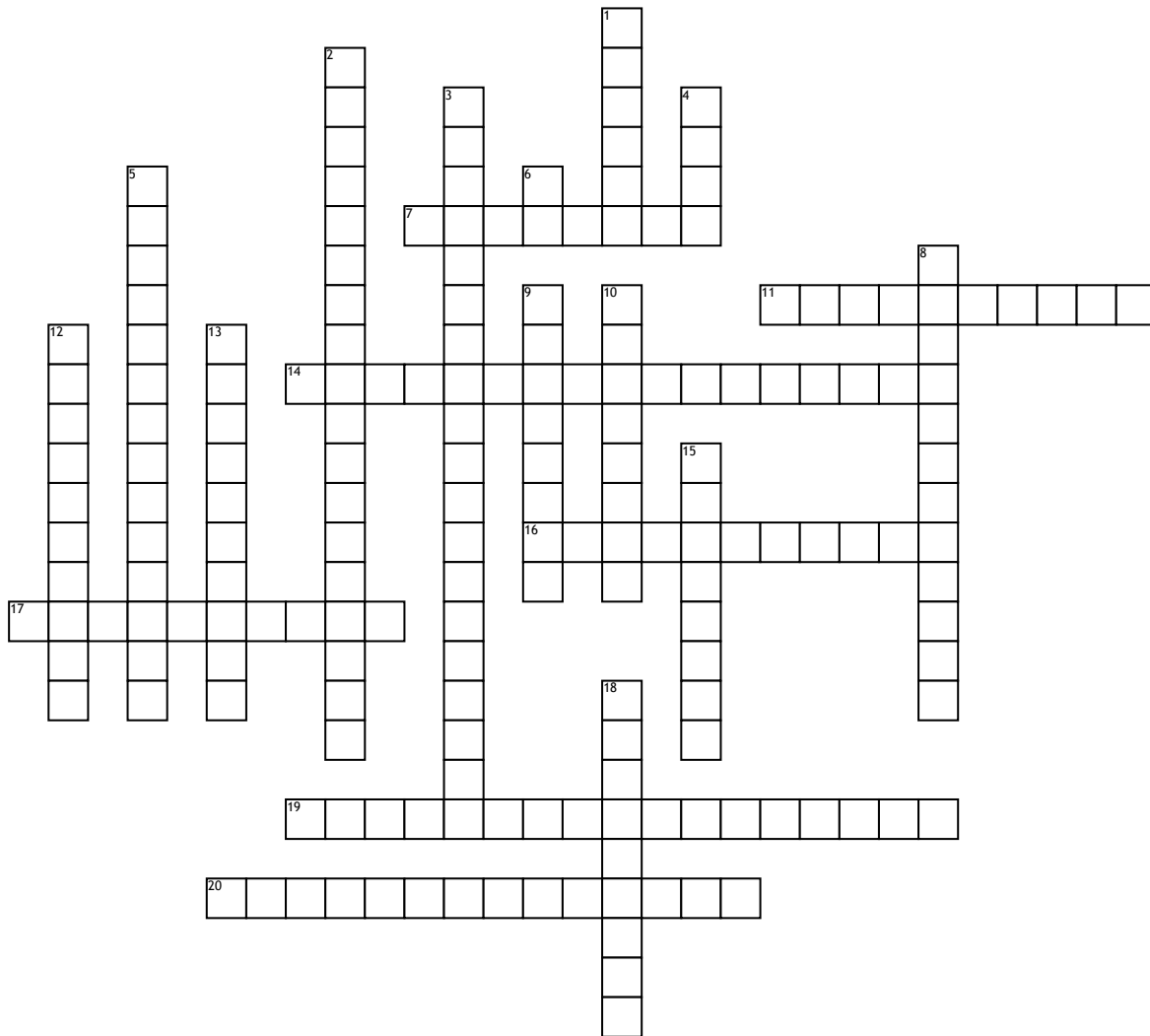


Name: _____

Date: _____

Customer Service Crossword Puzzle



Across

7. How long does it take to refund an EFT payment?
11. Who is the sales manager of the Relentless 208 team in Idaho?
14. If a customer has 3,000 video clips, what package would they have?
16. What feature do we offer for location based reminders?
17. Who is the Director of Customer Service?
19. What does "ROR" stand for?
20. Who is the lead tech of the Utah office?

Down

1. What is required for updating a customers email on file?
2. What does the term "AR" stand for?
3. What does MA stand for?
4. What do we call a Personal Emergency Response System?
5. What should we always verify before discussing any account information?
6. What equipment type is our panel directly compatible with?
8. Who ya gonna call?

9. Where on Sigma would you find the customers DOB?
10. What company runs the services for our app?
12. Who is our monitoring company?
13. If a Greensky customer pays \$78.99, what plan would they be on?
15. Who is our financing partner?
18. What department handles cancellation requests?