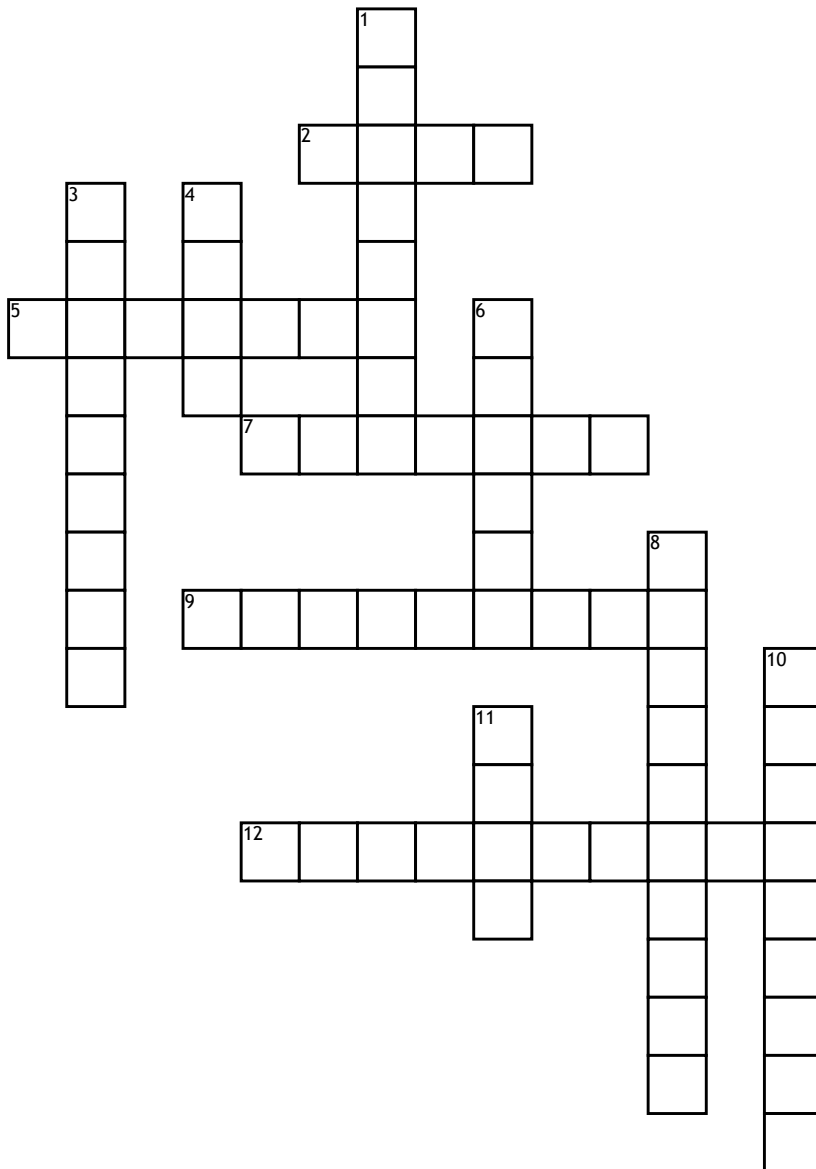


Day 2 Review



Across

2. In cases where the caller will not leave the line, _____ transfer the caller to your supervisor.
5. The solution to every problem, whether major or minor, should start with a sincere _____.
7. Take every opportunity to _____ your callers. Don't just give them the answer.

9. If the caller asks you to hold, the standard rule is up to _____.

12. Inform your _____ immediately if you disconnect a call due to caller continuing to use profanity.

Down

1. As soon as the customer agrees to hold, say _____ before clicking off the line.

3. The E in A-E-A stands for _____.

4. Avoid placing a suicidal caller on _____. Use mute instead.

6. The _____ for the escalation is the trigger point for direction on escalations.

8. You should always ask the caller's _____ before putting them on hold.

10. Assurance must be used on _____.

11. The last step after handling a suicidal caller is to take _____ of yourself.