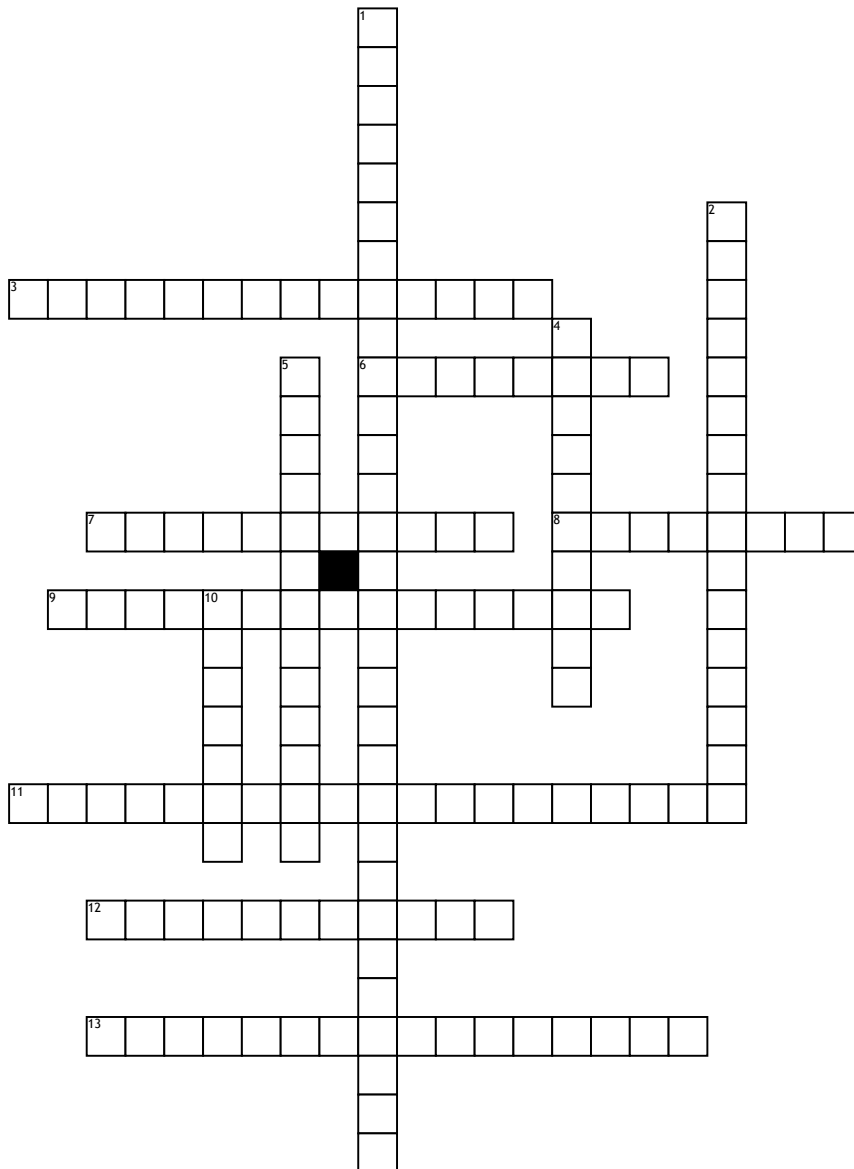


Dynata Crossword



Across

3. What does PR mean?
6. You give them a list of options
7. The respondent is agitated but not mad and tells you never to call back.
8. When it rings for 24 seconds and no one picks up

9. The team you talk to about scheduling
11. When the respondent ends the call part way through the survey and does not want called back
12. You enter this after you end a call
13. A machine tells you to leave a message

Down

1. What does TCPA stand for
2. What does QA stand for?
4. The person on the other end of the phone
5. you select what you are dialing on this page
10. You type out the answer they give you