

Name: _____

MHA 104 E

1. to make peaceful or quiet
 2. provides recordings in the form of a menu to guide a caller to automated information
 3. ability for a caller to be connected simultaneously with a number of people
 4. containing information that requires authorization for disclosure or release
 5. choice of words to express ideas, especially with regard to correctness, clearness, or
 6. talk that is not understood
 7. to listen in on a telephone conversation as a third party
 8. the vibratory frequency of a tone or sound
 9. one who practices a profession
 10. a greeting (for example: good morning, hello)
 11. the act of determining to whom a telephone call is to be directed
 12. tiresome because of length or dullness
 13. provides operators to answer calls or take messages for businesses when the company's phones are unattended or the business is closed
 14. way of thinking, acting, or feeling
 15. an administrative system within the government, often burdened with excessive complexity
 16. the quality or state of being clear
 17. a flat fee payable by the insured in most health maintenance organizations
 18. the act of pronouncing
 19. achieving success
 20. changes in pitch or loudness of the voice
 21. not revealing any specific attitude or opinion
 22. greatly emphasize
- A. salutation
 - B. over accentuate
 - C. copay
 - D. appease
 - E. monitor
 - F. automated attendant system
 - G. enunciation
 - H. jargon
 - I. confidential
 - J. speakerphone
 - K. bureaucratic
 - L. transmitter
 - M. tedious
 - N. answering service
 - O. screen
 - P. noncommittal
 - Q. attitude
 - R. flourishing
 - S. practitioner
 - T. pronunciation
 - U. conference call
 - V. clarity

23. saying the word correctly

W. diction

24. enables one to talk on the telephone hands-free while doing other tasks

X. pitch

25. the part of the telephone into which one speaks

Y. inflection