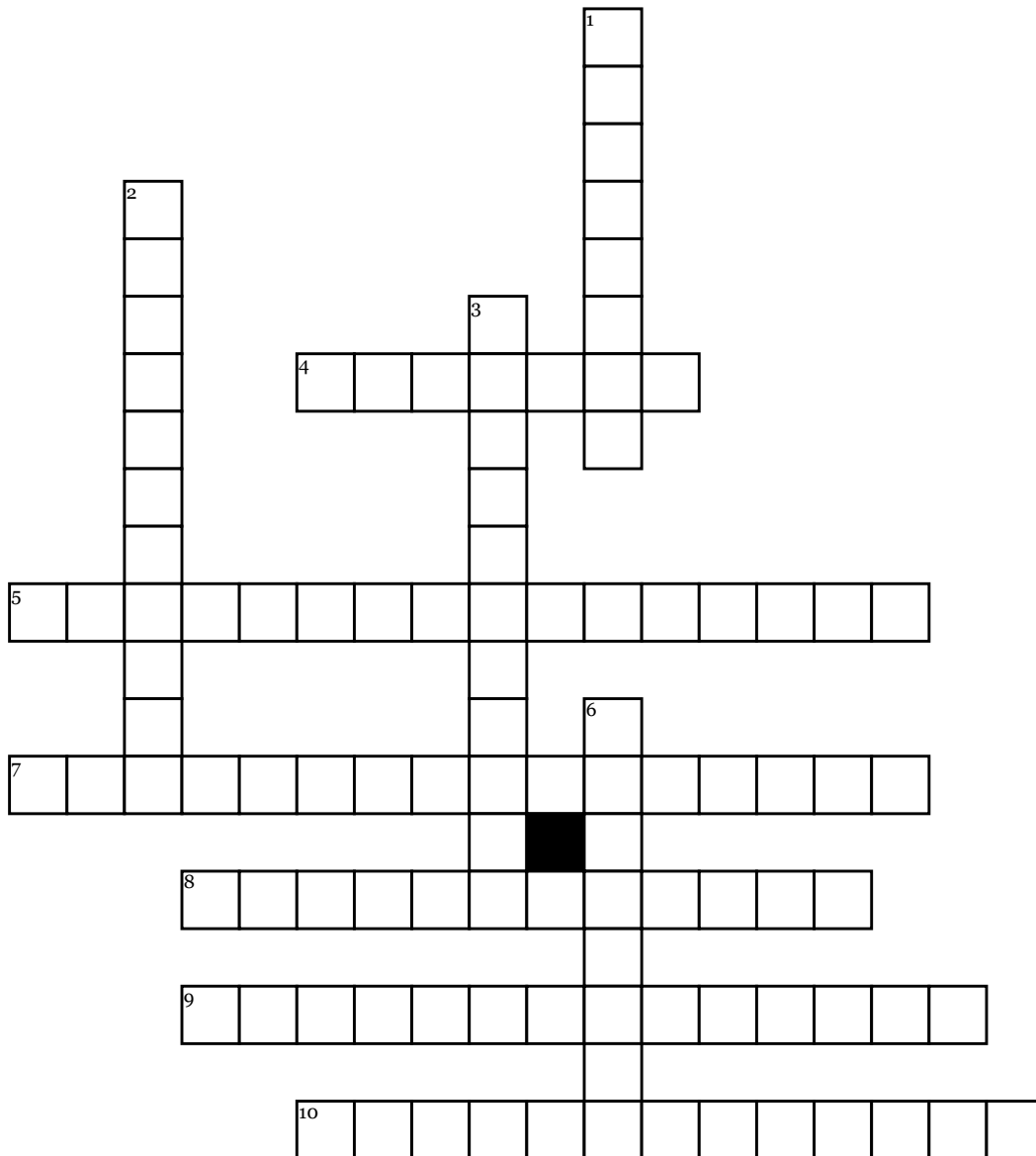


# Technology in Customer Service



## **Across**

- 4.** Calls that originate with the customer and may include catalog ordering, billing questions, technical support, product use, or other information.
- 5.** Offers customers the opportunity to receive and pay bills online.
- 7.** \_\_\_\_\_ is being used to help see what furniture would look like in your home.
- 8.** Services are designed to meet the customer's schedule.
- 9.** Customers prefer quick and accurate answers to service questions.

- 10.** When the customer needs to talk, the provider can be reached.

## **Down**

- 1.** Calls that originate from the call center to the customer and are usually intended to sell products or services, conduct market research, or respond to customer inquiries.
- 2.** Selling products, services, or information via the telephone.
- 3.** Electronic communication used by consumers to share ideas, information, opinions, and personal messages.
- 6.** Online collaboration or training.