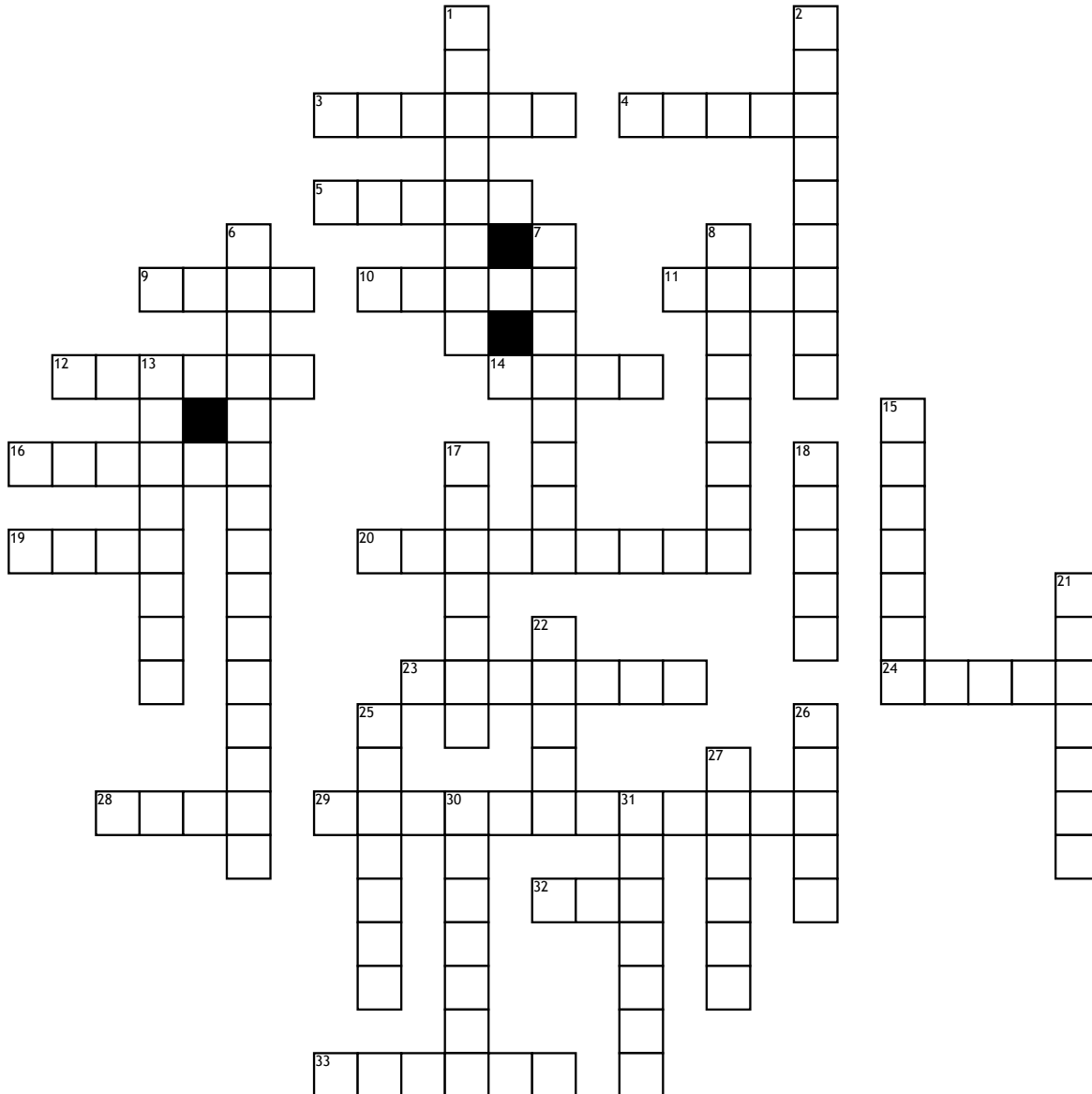


Ticket Handling and Beyond



Across

3. What block are you working on projects?
4. Combining two tickets
5. Peter's House
9. What block are you in tickets?
10. What do you do when you are done with a ticket?
11. When you should own the ticket
12. What does Melinda love?
14. Who handles charities?
16. What queue will usually you start your day in?
19. What status when you are waiting for an answer from HelpChat?
20. Teanna's House
23. What status is the ticket when there is a new satisfaction review?

24. When there are more than 3 agents on a ticket
28. Extra hints in each ticket that helps us solve the problem
29. If it's complicated make sure to leave an...
32. Who runs each hour?
33. Our go-to texts

Down

1. The list of Agents posted in Slack each hour
2. The schedule that tells you where to be
6. What came before merge?
7. Who you go to for answers
8. The Company's name
13. Rudolph's House
15. The house across the pond
17. Our translation tool

18. What payment processor can we share with directly?
21. Robyn's House
22. Payment processor that handles a lot of UK accounts
25. What platform do we use for our tickets?
26. You are a Happiness....
27. What does Taleen love?
30. A ticket that you have already responded to
31. What is the favored item in Megafridge?