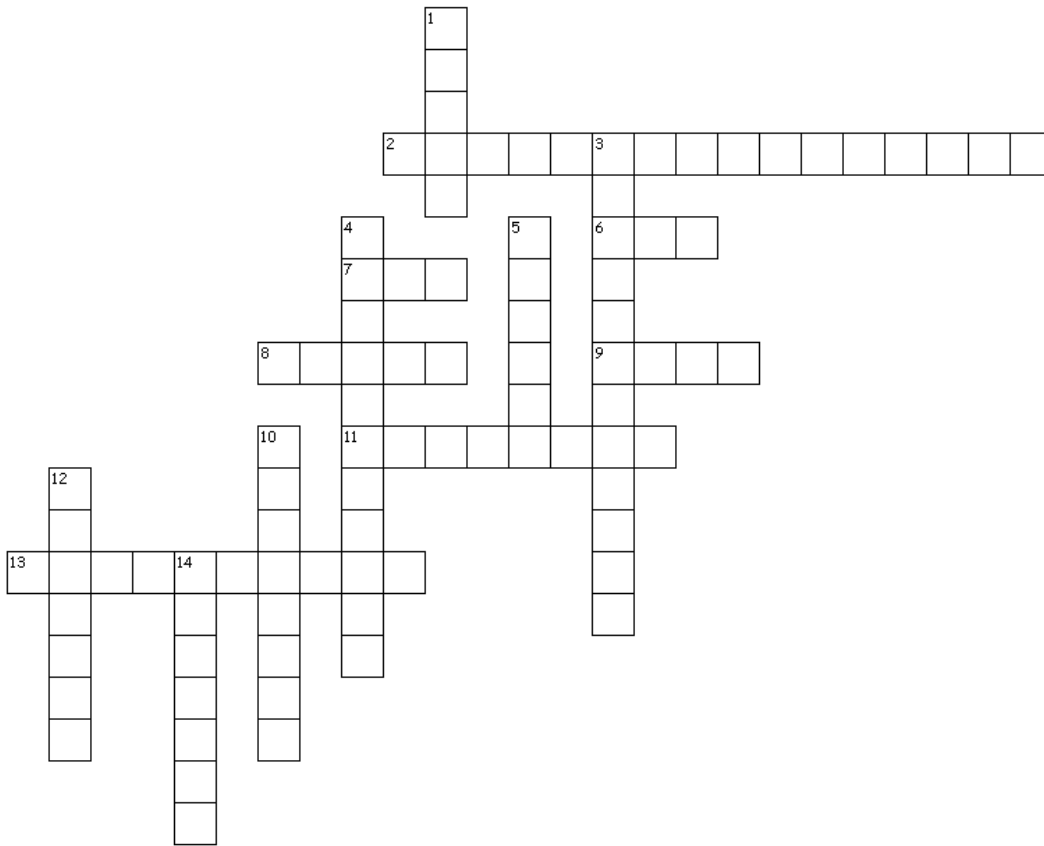


## Call Center Crossword Crunch



### Across

- 2** An outsourced business solution
- 6** An abbreviation for a software that manages customer relationships
- 7** An abbreviation for an auto attendant feature
- 8** Medical term to maintain patient privacy
- 9** The company that owned the first call center
- 11** A charity event that incurs a lot of phone calls
- 13** The state with the largest number of call centers

### Down:

- 1** A common device used for communicating
- 3** An office employee that primarily answers phones
- 4** Sending messages to an on-call rotation
- 5** What call center agents follow when handling calls
- 10** Call center employee
- 12** What operators wear to handle calls
- 14** A way in which to send your calls elsewhere