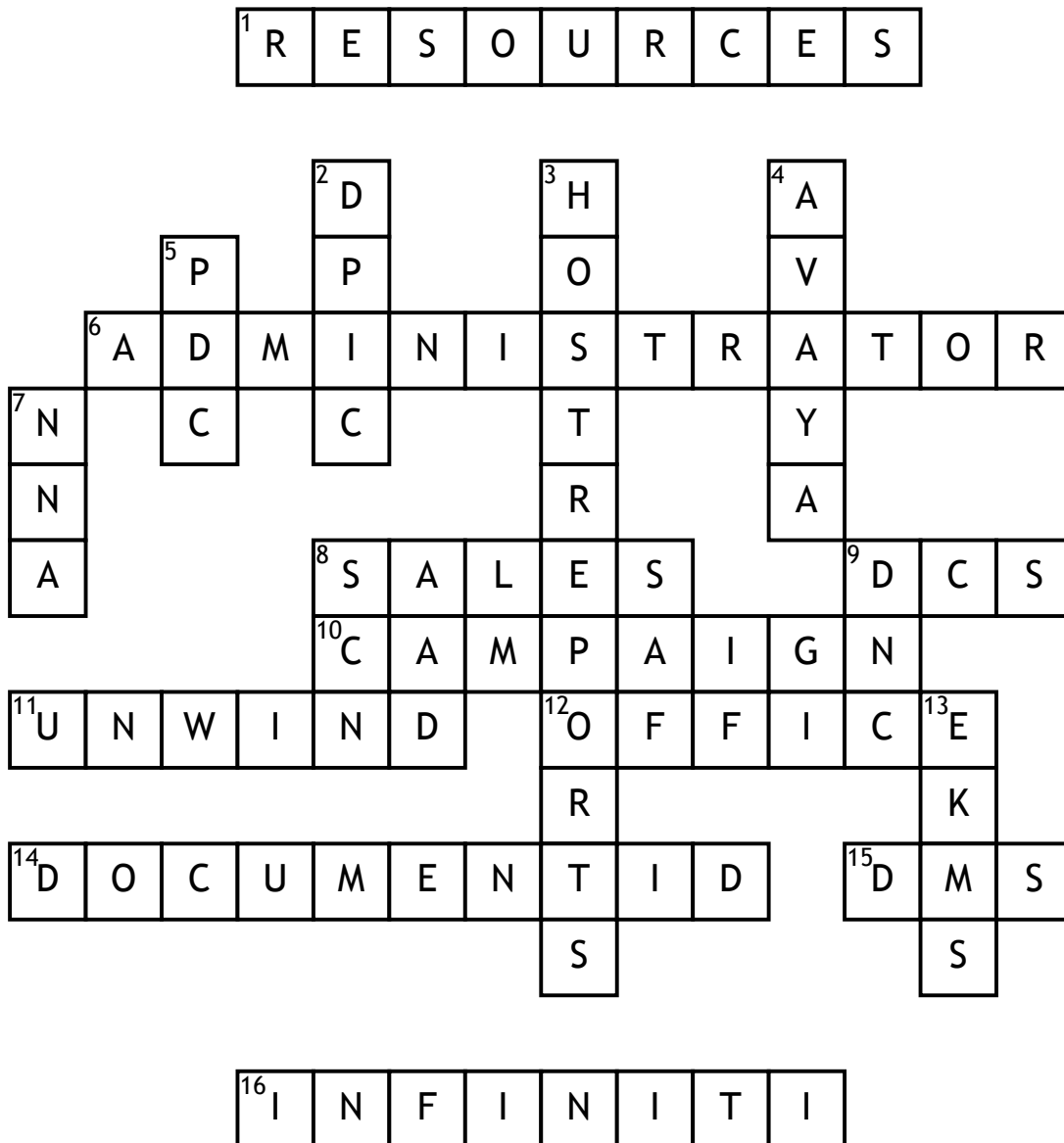


# Nissan DCS



## Across

1. In Avaya, where are the questions/comments saved to utilize during the chat?
6. Who has the authority to change permissions for an employee
8. What tab in DCS allows dealerships to monitor vehicle inventory?
9. Which system allows you to physically see the dealer's issue
10. Which team processes all SVC orders?

11. What sales function cannot be done on month end?
12. Which tab in DCS is used the least?
14. What identifies the articles to all issues in the EKMS system?
15. What system do users create claims in, and then transmit to the DCS?
16. Which dealership deals with ASR?

## Down

2. If a part cannot be order by a dealer, who else can order it for them?

3. What feature can dealers access in DCS no matter what tab they are under?
4. What is the name of the system we use to work from home?
5. Who changes the parts return date for dealers in the DCS?
7. Who corrects data on Admin reports in the DCS?
13. In which system can you find answers to dealer's questions