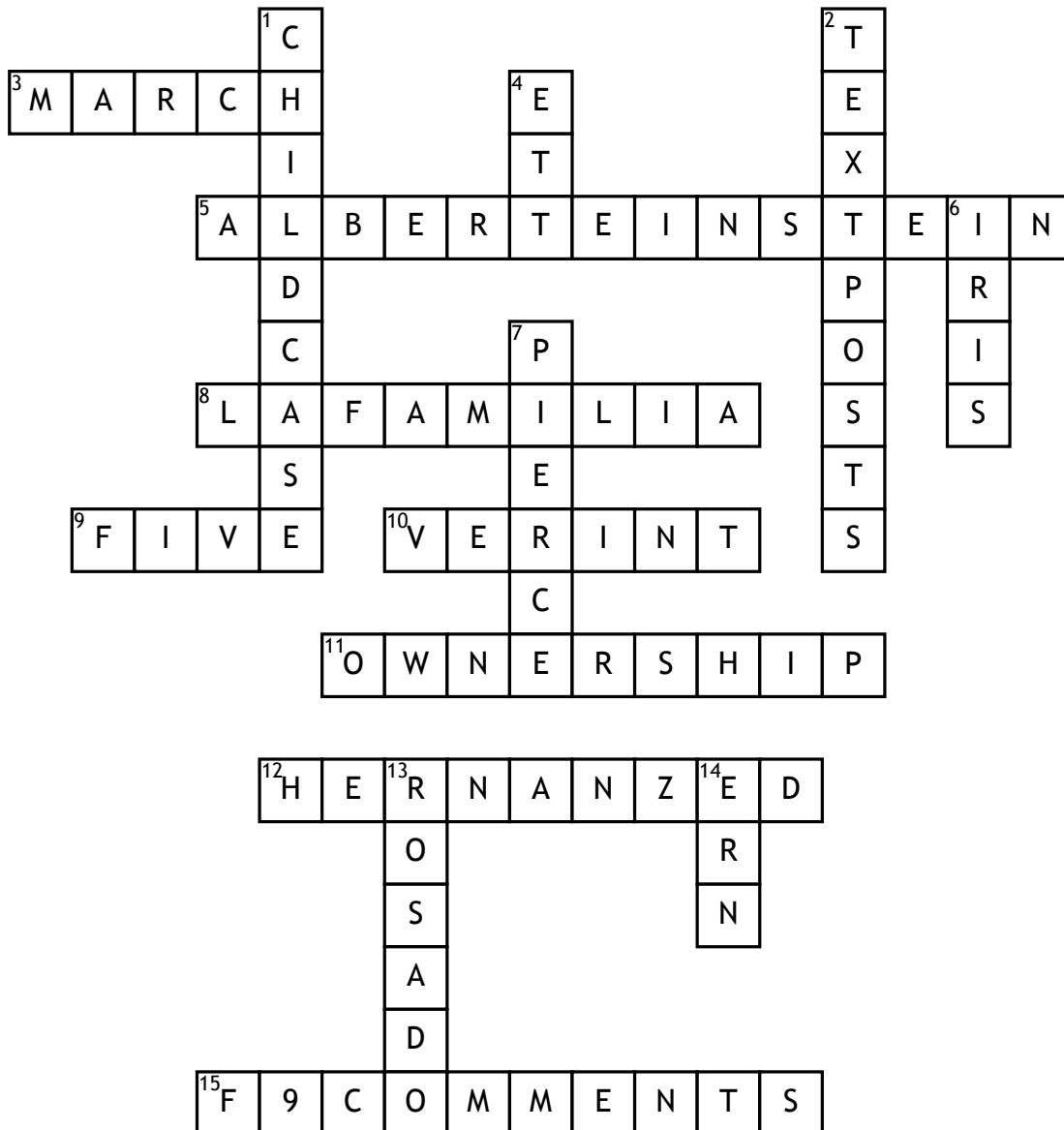


# Team Fun



## Across

3. What is the month Alorica will be closing

5. The quote of the day was from what famous person

8. What is the team name

9. What is the highest score on a quality survey

10. Where can the agent see their work schedule

11. What tab in ECM would you find the Initial Callback box

12. What agent received recognition for a 5 Survey this month

15. When sending information in the ERN Screen you must also create

## Down

1. In CEC you can send a related email by creating a . . .

2. When an CEC Email is sent the required documentation is done where

4. You can track a package in what system

6. The Internal Resource Information System is know as . . .

7. Which coach has a departure date for February 9th

13. What is the last name of the Team Lead in ICA

14. An Exception Request Notification is known as . . .