

Name: _____ Date: _____

Provider Hotline QA

1. ATMPEHY Empathy
2. SOEIIPCL Policies
3. MMAOCUTCEN Communicate
4. DKNECWLGEOA Acknowledge
5. RFVEIY Verify
6. NSELZORPIAE Personalize
7. DDAE ARI Dead air
8. CALL RLCOONT Call Control
9. OTOSNDIPSII Disposition
10. EOPBR Probe
11. NADBR Brand
12. LHOD Hold
13. ATNFSRER Transfer
14. RAPCE Recap
15. NOTE Tone
16. TEROCSUY SSRHEAP Courtesy Phrases
17. SATCIANESS Assistance
18. IAVECT ILNNESGIT Active Listening
19. PRSROCUEDE Procedures
20. INCSOCE Concise