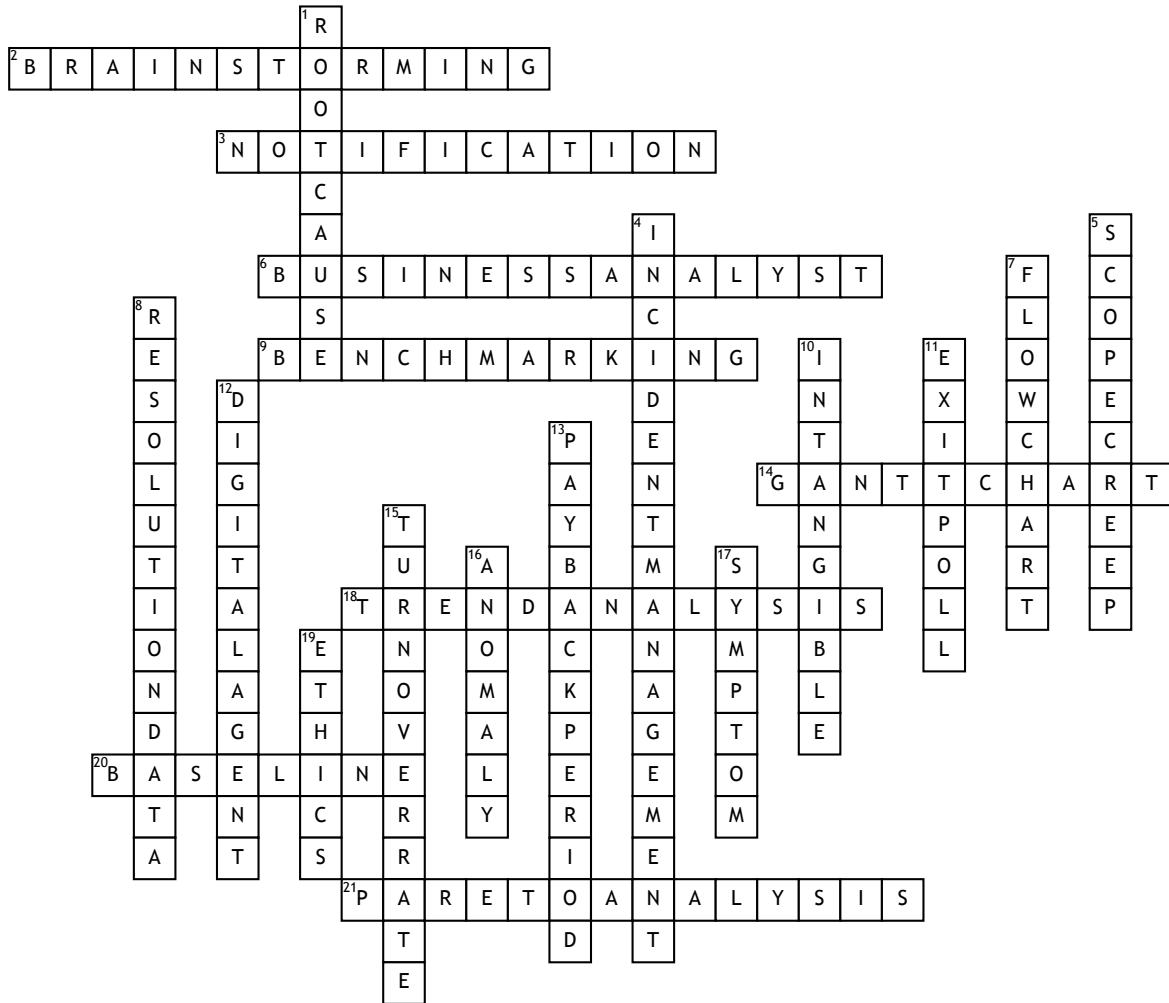


Customer Service for the Call Center



Across

- 2. technique performed by a group of people and designed to generate ideas
- 3. inform all stakeholders in the incident management process
- 6. individual who is skilled at working with end users to determine their needs
- 9. process of comparing the service desk's performance metrics
- 14. bar chart that is often used to illustrate a project schedule
- 18. methodical way of determining and, when possible, forecasting service trends

- 20. a metric used to show a starting point
- 21. determining the most significant causes

Down

- 1. basic reason for understanding an desirable condition or problem
- 4. process responsible for managing the lifecycle of incidents
- 5. a term used to describe unplanned changes to project's scope
- 7. diagram that shows the sequence of tasks
- 8. details that describe how an incident was resolved
- 10. characteristic that is difficult to measure precisely

- 11. measurement technique that combines Yes or No
- 12. software routine that waits in the background and performs an action
- 13. the period of time over which the benefits of an investment are received
- 15. the ratio of the number of workers who had to be replaced in a given period
- 16. deviation or departure from the average or the norm
- 17. a sign or indication that incident has occurred
- 19. the rules and standards that govern the conduct of a person or group