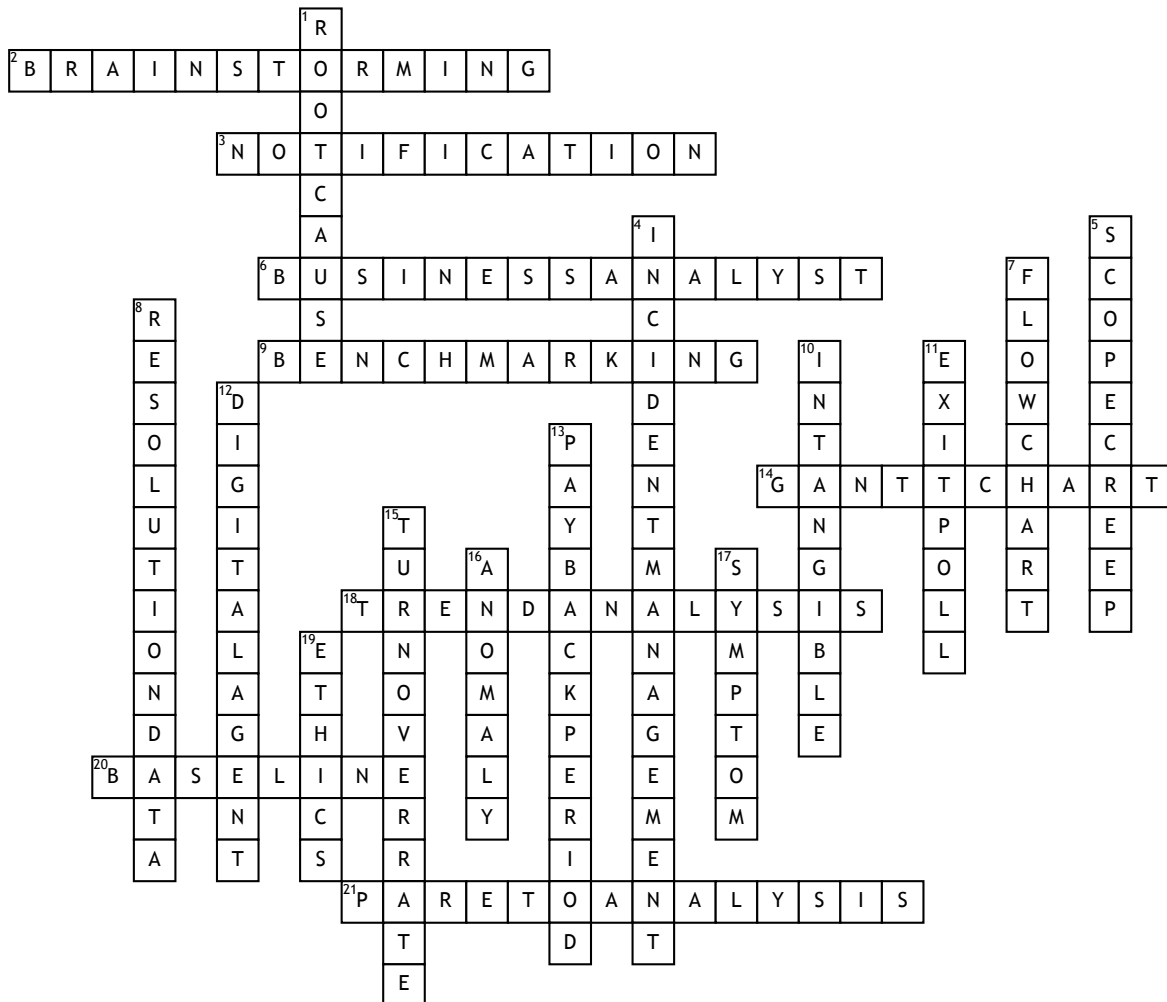# Customer Service for the Call Center

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 servic 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 lifecyle 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 tules and standards that govern the conduct of a person or group