

## Glossary

Terminology/Abbreviation	Meaning/Elaboration
CARE	<u>C</u> ommunication, <u>A</u> ccountability, <u>R</u> esourcefulness, <u>E</u> mpathy
CBCF	<u>C</u> SS <u>B</u> usiness and <u>C</u> ulture Foundation
CCE	<u>C</u> onnected <u>C</u> ustomer <u>E</u> xperience
CMS	<u>C</u> ase <u>M</u> anagement <u>S</u> tandards
CMET	<u>C</u> ritical Situations <u>M</u> anagement and <u>E</u> scalation <u>T</u> eam
CPE	<u>C</u> ustomer <u>P</u> artner <u>E</u> xperience
CSS	<u>C</u> ustomer <u>S</u> ervice & <u>S</u> upport
CSAM	<u>C</u> ustomer <u>S</u> uccess <u>A</u> ccount <u>M</u> anager
DfM	<u>D</u> ynamics <u>f</u> or <u>M</u> icrosoft
DM	<u>D</u> uty <u>M</u> anager
DP	<u>D</u> elivery <u>P</u> artner
DW	Learner's <u>D</u> igital <u>W</u> orkbook



FQR	<u>F</u> irst <u>Q</u> uality <u>R</u> esponse
GCC	<u>G</u> lobal <u>C</u> ultural <u>C</u> ompetence
IM	<u>I</u> ncident <u>M</u> anager
LOB	<u>L</u> ine <u>o</u> f <u>B</u> usiness
LQR	<u>L</u> ast <u>Q</u> uality <u>R</u> esponse
MS	Microsoft
PG	<u>P</u> roduct <u>G</u> roup
RCA	<u>R</u> oot <u>C</u> ause <u>A</u> nalysis
SAP	<u>S</u> upport <u>A</u> rea <u>P</u> ath
SE	<u>S</u> upport <u>E</u> ngineer
SEE	<u>S</u> upport <u>E</u> scalation <u>E</u> ngineer
SLA	<u>S</u> ervice <u>L</u> evel <u>A</u> greement
Sev	<u>S</u> everity
VDM	<u>V</u> irtual <u>D</u> uty <u>M</u> anager



