



Across

- 1 Abbreviation for firm-wide knowledge management initiative (3)
- 3 Event or occurrence involving a Contact (8)
- 5 Red P icon (7)
- 8 K&S Contacts added to a distribution list for specific use (7,5)
- 9 Question mark icon (10)

- 11 The web-based application used by all InterAction users (9)
- 12 Name of the Contacts that are viewed in Outlook Contacts (10)
- 13 A person who is designated to act on your behalf (5)
- 14 A connection between an existing Contact and/or a K&S employee to this Contact (12)
- 15 An easy way to view

activities added to a conct and to keep updated on changes made to sa Contact (9)

Down

- 2 List of K&S Contacts who will receive mailings or be invited to events (15)
- 4 Add a firm contact to your personal contacts (4)
- 5 Solid white icon (15)

6 Used by Client Services to track who has added a Contact to a Mailings & Events list (11)

7 Solid gold icon (9)

10 Keyword or phrase that helps you find, sort, filter or group Contacts (8)