



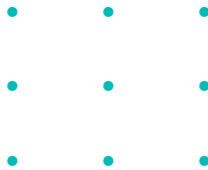
Customer Service Week Flexible Thinking

Sometimes, when working with a customer, the solution to a problem or answer to a question is not straight forward. You may need to get creative, and think outside of the box, to provide a customer with the best information or resolution. Fortunately, once you've found a creative solution, it can often be applied to other customers' issues.

Below are two puzzles, which require creative thinking and the ability to generalize solutions.

9-point problem

Connect all nine dots with four straight lines without lifting your pencil off the paper.



12-point problem

Connect all 12 dots with five straight lines without lifting your pencil off the paper.
For this puzzle, you must end exactly where you begin.

