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C	U	S	T	O	M	E	R	S	O	T	G	E	O
A	L	I	T	M	N	L	C	C	S	I	L	T	U
U	C	N	L	O	I	I	C	O	N	A	O	O	T
C	A	S	I	D	T	O	C	T	I	U	B	L	S
I	N	N	E	U	T	U	O	U	C	L	A	E	O
L	N	A	U	L	M	N	C	L	C	A	L	R	U
A	T	E	E	A	A	S	E	T	A	R	I	A	R
N	G	U	N	T	N	E	A	S	C	T	Z	N	C
G	R	A	I	I	N	S	A	L	T	U	A	C	I
U	E	O	E	O	R	A	C	I	N	E	T	E	N
A	N	O	A	N	N	I	L	A	E	N	I	C	G
G	Z	N	M	A	S	B	O	C	C	C	O	U	N
E	M	G	E	R	T	G	A	C	C	E	N	A	A
E	V	O	I	C	E	L	I	O	A	G	O	O	S

IRATE
INTONATION
MODULATION
TOLERANCE
LANGUAGE
VOICE
GLOBALIZATION
ACCENT
CUSTOMERS
BIASES
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