



7 - COMPANY IT DEPARTMENT – Troubleshooting, calling an IT support department

Technician (Oliver): Welcome to **technical support**, can I have your name and **Employee (Gregory)** number please?

Employee (Gregory): Hi, my name is Gregory JUNG and I have the number 72B23,

Technician (Oliver): Thank you Gregory, I am Oliver, how may I help you today?

Employee (Gregory): Well, I am in a **meeting room** on the 3rd floor, **I have trouble connecting** the **computer** to the PC projector. It doesn't seem to work at all.

Technician (Oliver): Okay, can I have the meeting room number so I can check the equipment from the **network** console?

Employee (Gregory): Sure, it is Niagara-2B

Technician (Oliver): Okay, I see ...Did you first **check** your connexion?

Employee (Gregory): Well as usual I have followed **the users instructions available** in the room,

Technician (Oliver): I see ..., Can you see any **error message** on the **computer**, and if yes can you tell me the relevant error code?

Employee (Gregory): Mmh, let me see ...yes! The error code is "000285"

Technician (Oliver): Thank you ...Well Greg, it should not be much of a trouble, the **ports driver** actually went out of date, since we **installed** new equipment last week. I will **send someone over** to take a look and **upgrade** the system.

Employee (Gregory): Very good, how soon can they be here? The **board meeting** is due within 45 minutes and **I am running late**.

Technician (Oliver): I will **find out** and let you know, but it shouldn't be more than 15 minutes

Employee (Gregory): Very good, can you **keep me posted** in the next 5 minutes?

Technician (Oliver): Certainly Greg. Should I call your company mobile or the meeting room's **extension number**?

Employee (Gregory): **I would rather you** called my mobile as I need to go get a **flipchart** from my office

Technician (Oliver): Very good then... Is there anything else I can do for you Greg?

Employee (Gregory): No, thank you very much for your help indeed, Oliver! I will be expecting your call.

Technician (Oliver): Okay then **talk to you shortly, thanks for calling**

a computer (n.) : un ordinateur

a laptop (n.) : un ordinateur portable

a meeting room (n.) : une salle de réunion

a network (n.) : un réseau

an error message (n.) : un message d'erreur

a port driver (n.) : un pilote de port

an extension number (n.) : un numéro de poste

a flipchart (n.) : un tableau de papier

an employee (n.) : un(e) employé(e)

the technical support (n.) : le service d'assistance informatique

the users instructions (n. pl) : le mode d'emploi

to have trouble (sg.) **BV+ ING** : avoir des problèmes pour + V. action

to connect (v.) : connecter / brancher

to work (v.tech.) : fonctionner

to check (v.): vérifier

to install (v.) : installer

to send someone over (v.): envoyer/missionner qqun

to upgrade (v.) : mettre à jour, actualiser

to run late (v.) : être en retard

to find out (v.) : trouver , se renseigner

to keep someone posted (v.) : tenir qqun au courant

to expect (v.) : attendre / s'attendre à

available (adj.) : disponible

I would rather+ BV / S+ preterite (exp.) : je préférerais

talk to you shortly (exp.) : à très vite au téléphone

thanks for calling (exp.) : merci de votre appel / d'avoir appelé