



COMPANY IT DEPARTMENT – Troubleshooting, calling an IT support department

<p>Technician (Oliver): Welcome to technical support, can I have your name and Employee (Gregory) number please?</p> <p>Employee (Gregory): Hi, my name is Gregory JUNG and I have the number 72B23,</p> <p>Technician (Oliver): Thank you Gregory, I am Oliver, how may I help you today?</p> <p>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.</p> <p>Technician (Oliver): Okay, can I have the meeting room number so I can check the equipment from the network console?</p> <p>Employee (Gregory): Sure, it is Niagara-2B</p> <p>Technician (Oliver): Okay, I see ...Did you first check your connexion?</p> <p>Employee (Gregory) : Well as usual I have followed the users instructions available in the room,</p> <p>Technician (Oliver): I see ..., Can you see any error message on the computer, and if yes can you tell me the relevant error code?</p> <p>Employee (Gregory): Mmh, let me see ...yes! The error code is "000285"</p> <p>Technician (Oliver): Thank you ...Well Greg, it should not be much of a trouble, the ports driver actually went out of date, since we installed new equipment last week.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.</p> <p>Employee (Gregory): Very good, how soon can they be here? The board meeting is due within 45 minutes and I am running late.</p> <p>Technician (Oliver) : I will find out and let you know, but it shouldn't be more than 15 minutes</p> <p>Employee (Gregory): Very good, can you keep me posted in the next 5 minutes?</p> <p>Technician (Oliver): Certainly Greg. Should I call your company mobile or the meeting room's extension number?</p> <p>Employee (Gregory): I would rather you called my mobile as I need to go get a flipchart from my office</p>	<p>a computer (n.)</p> <p>a laptop (n.)</p> <p>a meeting room (n.)</p> <p>a network (n.)</p> <p>an error message (n.)</p> <p>a port driver (n.)</p> <p>an extension number (n.)</p> <p>a flipchart (n.)</p> <p>an employee (n.)</p> <p>the technical support (n.)</p> <p>the users instructions (n. pl)</p> <p>to have trouble (sg.) BV+ ING</p> <p>to connect (v.)</p> <p>to work (v.tech.)</p> <p>to check (v.)</p> <p>to install (v.)</p> <p>to send someone over (v.)</p> <p>to upgrade (v.)</p> <p>to run late (v.)</p> <p>to find out (v.)</p> <p>to keep someone posted (v.)</p> <p>to expect (v.)</p> <p>available (adj.)</p> <p>I would rather+ BV / S+ preterite (exp.)</p> <p>talk to you shortly (exp.)</p> <p>thanks for calling (exp.)</p>
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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**