

Student: _____

Date: _____

Teacher: Cinthia Herrera

Progress test (Units 7–8)

Section 1: Vocabulary

- 1 Complete these sentences with the words in the box. You do not need all the words.

applications back bloatware code done engine FAQs finished
held home ranking release approved specifications tested wrists

1. The client has _____ the specifications that our systems analyst wrote.
2. This program has 673 lines of _____.
3. Our website needs to have a higher search _____.
4. Keep your _____ straight – you don't want to get RSI!
5. My new computer's really slow. I think I need to remove all of the _____. I hate programs that are just advertising, not useful!
6. Could you tell me about the previous positions that you've _____?
7. If you have any questions about the company, first look in the _____ page on the website.
8. We've nearly finished writing the software; the _____ candidate will be available for final testing next week.

Section 2: Language

- 2 Choose the correct words in *italics*.

- 1 The client told me what he wants. The new software **could / should / can't** be simple to use.
- 2 A right click **causes / makes / stops** a pop-up menu to appear.
- 3 I think the problem **might / will / would** be a short circuit. The water from the spilled drink probably did it.
- 4 Let's try **replace / replaced / replacing** the memory.
- 5 Is the video **link / linked / to link** to the website?
- 6 The manager wants **the website to be fast / fast the website / to be fast the website**.
- 7 The call centre **has received / is receiving / received** 572 calls this morning already.
- 8 We're **due to / due / dues to** interview the candidate at 3 p.m.

Section 3: Listening

- 3 ▶ 45 Listen to a conversation between a help desk technician and a customer. Are these sentences TRUE (T), FALSE (F) or is there NO INFORMATION (NI) on the recording?

- 1 The caller's family name is Schwartz. _____
- 2 He bought database software. _____
- 3 It was version 7 of the software. _____
- 4 Downloading the software wasn't expensive. _____
- 5 When there was an error message, there was also a sound. _____
- 6 He hasn't tried to install a second time yet. _____
- 7 Sarah has no idea what the problem could be. _____
- 8 Marten wasn't transferred to tier 2 straightaway. _____

Section 4: Reading

4 Read the training document and answer these questions.

1. How many screens does each operator have?

2. What do operators do first with the issue tracking software?

3. What document should operators learn well?

4. What other document will operators need to read?

5. Can the operator use his/her own ideas about how to solve a problem?

6. If a caller's question isn't in the troubleshooting guide, what should the operator do?

7. How does the operator use the issue tracking software to send an issue to the next level?

8. How do tier 2 staff know the information about the caller?

Call centre operator's role: overview

Welcome to the call centre. Here, we give you an overview of what you will do in your position.

At your work station, there will be a telephone with a headset and a computer with dual monitors. The first thing you should do after you log in to your computer is open the issue tracking software. Click on the icon in the top left corner to open a new form, open the troubleshooting guide in your other monitor and you're ready to take your first call.

All calls go to tier 1 – that's you – when they first come in. The call is sent to the first available operator. A caller might ask about almost anything. Often, the calls are very simple matters which can be answered through our FAQs. Thus, you should read the FAQs very carefully and make sure that you understand them and can answer them quickly.

Most of the queries will be technical. You may need the troubleshooting guide for this. There's a section for each of the most common technical problems, though you don't need to learn them as thoroughly as the FAQs. It's important to work through them carefully with the customer, asking him/her to do everything the guide asks for. Some of the steps are quite basic but you should make sure the caller follows them anyway.

A few questions cannot be solved by referring to the troubleshooting guide. You will have to escalate those to tier 2. Make sure you have entered the caller's details correctly into the issue tracking system, click the 'Escalation' check box and the caller's details will be passed straight to the tier 2 staff when you submit the form.