

#### 4. Calling the helpdesk – Appeler le service d'assistance

**In Live Worksheets, the spelling must be exact.  
If you misspell the word, it will be counted wrong.**

Type the correct vocabulary word into the text box in each sentence. Some sentences have more than one text box. **Be careful of your spelling!**

##### Exercice 13 Les mots à connaître : *Calling the helpdesk*

Complétez les phrases avec tous les mots de l'encadré en les conjuguant ou en les mettant au pluriel si nécessaire.

- Hello, could you ..... me ..... to the after-sales service please? (1 expression)
- We need an ..... specialist to work out\* what is wrong with our website.
- There was a ..... in our system and I couldn't e-mail you before now.
- ..... helpdesks to an overseas\* ..... can be a way for a company to save money.
- The first time Fran tried calling the helpdesk, the line was ..... The second time, she managed to\* ..... a customer service agent, but the call was ..... after only a minute.
- If you require ..... in setting up\* your new PC, call 555 899 099.
- We need full details to complete our customer .....
- Do you think this ..... will protect our system completely?
- You will need to ..... your computer to finish removing the virus.
- I'll have to call the ..... again, as I cannot remember my password.
- In the event of an ....., leave a message and we will ..... immediately.
- I am so happy our company decided to ..... our equipment.
- If nothing is working, maybe you should ..... your computer for malware.
- I ..... my computer as soon as I get to work and I ..... it ..... before leaving.
- Mr. Brownleigh was unable to update the software because he didn't have ..... rights on his work laptop.

Write the letter (ONLY the letter) of the correct response in the text box.

##### Exercice 14 Les familles de mots

Complétez chaque phrase avec le mot qui convient.

- Why did they decide to ..... our IT department?
  - sourcing
  - outsource
  - outsourcing
  - resource
- ..... is the most interesting part of my job.
  - Data
  - Database
  - Databank
  - Data-gathering
- The ..... of the situation requires prompt action.
  - urgent
  - urgency
  - emergency
  - urgently

## VOCABULARY Quiz 20 QUIZ

- 4 ..... our hardware has made the software obsolete.
- (A) Updating
  - (B) Upcycling
  - (C) Upgrading
  - (D) Uploading
- 5 Have you tried ..... it off and on again?
- (A) switch
  - (B) switched
  - (C) switches
  - (D) switching
- 6 All lines are currently engaged, please ..... later.
- (A) call out
  - (B) call up
  - (C) call on
  - (D) call back
- 7 Who ..... this website?
- (A) administers
  - (B) administrator
  - (C) administration
  - (D) administrative
- 8 I tried to ..... to the helpdesk but I couldn't.
- (A) join
  - (B) get through
  - (C) cut off
  - (D) reach
- 9 Our antivirus software will now ..... your computer to see if there are any viruses.
- (A) scan
  - (B) scanner
  - (C) scanning
  - (D) scanned
- 10 I'd be happy to ..... you.
- (A) assist
  - (B) assistant
  - (C) assisting
  - (D) assistance

### Exercice 15 Les verbes à particule

Complétez les phrases suivantes avec les particules de la liste.

up – down – on – off – in

- 1 Have you tried turning it off and ..... again?
- 2 We always shut the machinery ..... before a weekend.
- 3 If you don't back your data ..... you could lose it all one day.
- 4 I think I forgot to turn the equipment ..... before leaving last night.
- 5 There are no sockets in this office, so you can't plug ..... your charger.

### Exercice 16 Les abréviations

Mettez les lettres dans l'ordre pour trouver les mots à l'origine des abréviations.

- IT → MOFINNRATIO GLHTYECNOO .....  
AI → AACRTIFILI NTELIILEGENC .....  
ISP → TTERNNIE EERSVIC IVOPRRDE .....  
CD → CAMPCOT SKID .....  
GPS → BOALLG NNSIITOO PG TSSEMY .....