

Listen to a call to a software company's customer service and fill in each blank with ONE WORD ONLY.

A: Good morning. Soft Solve. Melanie speaking. How can I help?

B: Hi. I'm having problems trying to (1) _____ the Project Planner program I downloaded from your site. The activation key doesn't seem to work.

A: I'm sorry to hear that. Can I have the order reference number from the top of the (2) _____ we emailed you and we can sort it out.

B: Ok. It's X6-792-44.

A: Thanks. I'm just calling the order up on my screen now. Sorry to keep you waiting. It looks like the system's a little (3) _____ today. Um... ah, here it is. So you're Mr. Tomas Vega of Grupo Diaz?

B: That's right.

A: And your activation key appears to be (4) _____ ?

B: Yes.

A: Well, there can sometimes be an issue if you use lower case letters.

B: I don't think so. I (5) _____ and pasted it from the email you sent.

A: Good. Then it sounds as if your (6) _____ program might be causing the problem.

B: So what do I need to do?

A: Switch it off and (7) _____. I can help you with that now. Are you at your computer?

B: Yes.

A: Great, then please click on Start... and then click the program menu. Which antivirus program do you use...?

B: That's great.

A: So it's up and (8) _____ ?

B: Yes, that's terrific. Thanks a lot.

A: You're welcome. And if you need any further assistance, just call us again.

(Extracted from Tech talk intermediate Student's book page 54)