

Students Name: \_\_\_\_\_

WORKSHEET BASED ON UNIT 5

Topic: Tech Support 2

INBOUND CALLS- TECH SUPPORT.

Mark the following statements as true or false

AUDIO:

- |   |                                     |                                      |
|---|-------------------------------------|--------------------------------------|
| 1 The technician had the customer perform a diagnostic test over the phone. | <input type="button" value="True"/> | <input type="button" value="False"/> |
| 2 The computer was not damaged by the user.                                 | <input type="button" value="True"/> | <input type="button" value="False"/> |
| 3 The technician recommends repairing the computer.                         | <input type="button" value="True"/> | <input type="button" value="False"/> |

Read the sentences and choose the correct words or phrases.

**Vocabulary****3** Read the sentences and choose the correct words or phrases.

- 1 Hardware problems can cause a computer to  .
- 2 A warranty may allow a computer to be replaced if it is  .
- 3 Representatives perform   tests on computers with problems.
- 4 A   computer needs to be repaired or replaced.
- 5 Representatives are assigned a(n)   according to their abilities and place in the company.

Read the sentence pairs. Choose which word or phrase best fits each blank

**1 basic / advanced**

- A) Users can usually do  repairs at home.
- B)  repairs should only be done by computer technicians.

**2 user error / error message**

- A) A representative may ask a customer to read a(n)  over the phone.
- B) Sometimes a problem caused by  voids a warranty.


**3 reproduce / replace**



- A) If you can  a problem, you can show it to a computer technician.
- B) If a computer is broken beyond repair, some companies will  it.

**4 analyze / troubleshoot**

- A) The way to find the source of a problem is to  it carefully.
- B) One way to solve common problems is to  them.

## Listening

**6**  Listen to a conversation between a warranty representative and a tech support representative. Choose the correct answers.

▶ 0:00 / 0:00  



1 What is the purpose of the conversation?

- ☐ A to clarify warranty information
- ☐ B to explain why a customer needs a replacement computer
- ☐ C to discuss the best ways to fix a computer
- ☐ D to determine why the warranty does not cover a technical problem

2 What will the woman likely do next?

- ☐ A run a diagnostic test
- ☐ B reproduce the problem
- ☐ C bring the customer on the line
- ☐ D perform basic troubleshooting

**7**  Listen again and complete the conversation.

▶ 0:00 / 0:00  

**Warranty Representative:** Hello. How can I help you today?

**Tech Support Representative:** Hi. I've got a customer on the other line who 1)    
 computer.

**Warranty Representative:** Okay. Are you positive that the computer 2)  ?

**Tech Support Representative:** Yes. I did some 3)  with her over the phone.

**Warranty Representative:** Did you have the customer do any 4)  ?

**Tech Support Representative:** Yes, I had her do a couple of them.

**Warranty Representative:** Can you be a little 5)  ?

**Tech Support Representative:** Sure. We ran a test on 6)   .  
Then we did another test on the computer's operating system.

**Warranty Representative:** And what were the results?

**Tech Support Representative:** The operating system is fine, but the hard drive is corrupted.

**Warranty Representative:** Are you sure that this wasn't caused by a user error?

**Tech Support Representative:** I'm pretty sure. The woman said she just got the computer a few days ago.

**Warranty Representative:** Okay. Bring the customer on the line and we'll process a replacement.