

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. True False

2 The computer was not damaged by the user. True False

3 The technician recommends repairing the computer. True 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 malfunction analyze.

2 A warranty may allow a computer to be replaced if it is diagnostic broken.

3 Representatives perform defective diagnostic tests on computers with problems.

4 A defective basic computer needs to be repaired or replaced.

5 Representatives are assigned a(n) tier error message 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.