

THE 5 BASIC TENSES

Fill the blanks writing the verbs in brackets in the right tense. The tenses can be present simple, present continuous, past simple, past continuous or future simple.

A

Our IT team **1)** (develop/currently) a new application that **2)** (automate) various business processes. The development process **3)** (progress) well, with the team **4)** (conduct) rigorous testing and **5)** (incorporate) user feedback. We **6)** (anticipate) a successful launch in the next quarter, which **7)** (benefit/significantly) our operations and **8)** (increase) productivity.

B

Last year, our organization **9)** (experience) a significant data breach that **10)** (compromise) sensitive customer information. While one of our devs **11)** (do) research, he accidentally **12)** (download) a file from an untrusted source. This file **13)** (be) infected, and it **14)** (allow) malware to be installed in his computer and **15)** (steal) data. We **16)** (learn) from that bad experience however, and we now **17)** (have) an improved and more strict cybersecurity posture.

C

We recently **18)** (implement) a new CRM system from Salesforce. Their IT team **19)** (work) closely with the sales and marketing departments to identify requirements and **20)** (customize) the system. This new software **21)** (enable) us to effectively **22)** (track) customer interactions, **23)** (manage) leads, and **24)** (improve) customer satisfaction. The initial experiences have been positive, indicating that the CRM **25)** (deliver/already) positive results.

D

This time last year, we **26)** (work) on a major redesign of the company's website. It **27)** (take) us about three months, but we **28)** (manage) to incorporate responsive layouts, **29)** (optimize) the pages' loading speed, and **30)** (enhance) the overall user experience. Our site now **31)** (flow) better, **32)** (look) modern and **33)** (be) more user-friendly. We **34)** (expect) that more changes **35)** (come) in the future, and we **36)** (learn) some new things so we **37)** (be) ready when that **38)** (happen).