

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.

- 1 Hello, could you me to the after-sales service please? (1 expression)
- 2 We need an specialist to work out* what is wrong with our website.
- 3 There was a in our system and I couldn't e-mail you before now.
- 4 helpdesks to an overseas* can be a way for a company to save money.
- 5 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.
- 6 If you require in setting up* your new PC, call 555 899 099.
- 7 We need full details to complete our customer
- 8 Do you think this will protect our system completely?
- 9 You will need to your computer to finish removing the virus.
- 10 I'll have to call the again, as I cannot remember my password.
- 11 In the event of an, leave a message and we will immediately.
- 12 I am so happy our company decided to our equipment.
- 13 If nothing is working, maybe you should your computer for malware.
- 14 I my computer as soon as I get to work and I it before leaving.
- 15 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.

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

- 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 NNSIITOOPG TSSEMY