

when a machine answers their call, it's very frustrating. With Natterbox, they get through to the right person straight away.

I: So, in theory, the sales person or the customer service agent could be anywhere in the world; in London, in India or in the Philippines, in a call centre or working from home?

M: Exactly.

2.2 Vocabulary Customer service and telephoning

1:15-1:22

- Operator:** Now, don't worry, madam. This is just a minor problem that a few customers experience at first. It will only take a few minutes to resolve.
- ... or if you would like more information about our products, please press four.
Customer: All I want is to speak to a human being, not a stupid, condescending, brainless piece of ... silicon!
- Operator:** All right, sir. Yes, it is an unusual problem, and it's a little complicated, but you'll be pleased to know there is a solution.
- Customer:** Oh, that's wonderful. You're so clever! Thank you so much!
- Operator:** I fully understand your position, sir, and I would feel exactly the same way myself.
- Operator:** Alternatively, the simplest solution is to upgrade to the professional version of the software. The extra cost is only around one euro per month. I think you'd agree that that's excellent value, wouldn't you?
- Customer:** Oh, thank you so much. You're so patient. I bet nobody else has these problems. I just feel so stupid!
- Operator:** A very good morning to you, and thank you for calling the helpline. How I can help you today?

2.3 Grammar Asking questions and giving instructions

1:23

- A:** Welcome back to *Guess the Product*. Our next mystery product is a fairly simple but extremely useful piece of technology. Panel, you've just ten questions to help you 'guess the product'!
- B:** OK. Is it advertised on TV?
A: No, it isn't.
C: Do you use it for work?
A: Yes, you do.
D: Would you find one in every office?
A: Yes, you would.
C: Can you put it in your pocket?
A: Yes, you can.
D: Did it exist twenty years ago?
A: No, it didn't.
C: Does it use electricity?
A: Yes, it does.
B: Do you use it to speak to people?
A: No, you don't.
C: Is there a connection with computers?
A: Yes, there is.
B: Does it cost more than \$30?
A: No, it doesn't.
D: Can you use it to store data?
A: Yes, you can. All right, that's ten questions. Now, have you 'guessed the product'?
D: We think it's a USB memory stick.
A: Yes! Well done! You've correctly 'guessed the product'!

1:24

Steve: OK, Pete. First of all, you open the printer. No, wait a minute, don't just open it, select 'change cartridge' from the menu.

Pete: From the menu? Do I have to switch the printer on?

S: Er, yes, of course you have to switch it on, otherwise you can't use the menu!

P: Oh, right. What about the computer?

S: No, that's all right, you needn't switch the PC on, just the printer.

P: All right. So, the printer's on, select 'change cartridge', OK, and open the printer. What now?

S: So now you gently remove the old cartridge. Don't force it. If it's difficult, you might have to pull it back first, then upwards.

P: Backwards, then upwards. All right, I've got it.

S: OK. So now you can install the new cartridge. You'll need to remove the adhesive tape first, but be careful you don't touch the printed circuits - they're very fragile.

P: You needn't worry. I'm being very careful. OK, that's it.

S: Right. It'll ask you if you want to align the new cartridge, but you needn't bother. Usually it's fine as it is.

P: OK. What about the old one? Can I just throw it in the trash?

S: Oh no, don't throw the old cartridge away. You can recycle them.

P: Oh yes, right. Listen, that's great. I really appreciate your help. Is there anything I can do for you?

S: No, that's all right, Pete. You needn't worry. Just buy me a coffee some time!

2.4 Speaking Dealing with problems by telephone

1:25

Helpline: Thank you for calling the Superword helpline. Please hold the line.

Dean: Good morning. Dean speaking. How can I help you?

Customer: Oh, good morning. Yes, I'm afraid your program isn't working properly.

D: Oh, I'm sorry to hear that. What exactly seems to be the problem?

C: Well, the thing is, I can't put those automatic table things in my documents.

D: I'm sorry, it's not a very good line. Could you speak up a little?

C: Yes, sorry. I'm on my mobile. Is that better?

D: Yes, that's much better, thank you.

C: All right. Anyway, I was just saying, I can't insert those tables.

D: Oh, I see. You're having trouble importing spreadsheets into a Superword document?

C: Yes, that's right.

D: All right, I'll put you through to our spreadsheet specialist.

C: Thank you.

D: Hello?

C: Yes?

D: I'm sorry, the number's busy. Could I ask her to get back to you in a few minutes?

C: Yes, that's fine.

D: OK, then. So, you're on 0680 425232?

C: That's right.

D: And could I have your name please?

C: Wyndham. Delia Wyndham.

D: Is that Wyndham with a 'y'?

C: That's right. W-Y-N-D-H-A-M.

D: Thank you, Ms Wyndham. I'm sure we'll be able to sort it out.

C: Thank you very much.

D: Not at all. Goodbye.

1:26

Operator: Customer support. May I help you?

Customer: Yes, well, I'm having trouble with Word.

O: Well, let me sort that out for you. What exactly seems to be the problem?

C: It doesn't work. It won't accept anything when I type.

O: I see. How long have you been having this problem?

C: Well, about ten minutes.

O: And was it working properly before that?

C: Sure. I was just typing away, and all of a sudden the words went away.

O: You mean they just disappeared?

C: Yes. Just like that.

O: So what does your screen look like now?

C: Nothing.

O: Nothing?

C: It's blank. Like I said, it won't accept anything when I type.

O: Uh-huh. Have you tried hitting 'Escape'?

C: Yes. Nothing happens.

O: OK. Did you quit Word?

C: I don't know. How do I tell if I quit?

O: Can you see the toolbar on the screen?

C: What's a toolbar?

O: OK, never mind. Can you move the cursor around on the screen?

C: There isn't any cursor. I told you, I can't type anything.

O: I see. Does your monitor have a power indicator?

C: What's a monitor?

O: It's the thing with the screen on it that looks like a TV. Does it have a little light that tells you when it's on?

C: I don't know.

O: Well, could you look on the back of the monitor and find where the power cord goes into it? Can you see that?

C: Yes, I think so.

O: Great. Now you just have to follow the cord to the plug, and tell me if it's plugged into the wall.

C: Er, yes, it is.

O: All right. Now, when you were behind the monitor, did you notice that there were two cables plugged into the back of it, not just one?

C: No.

O: Well, there are. I need you to look back there again and find the other cable.

C: ... OK, here it is.

O: Good. Could you tell me if it's plugged securely into the back of your computer?

C: I can't reach.

O: Uh-huh. Well, you don't have to touch it. Can you just see if it's plugged in?

C: No. It's too dark.

O: So, you mean the lights are off?

C: Yes.

O: Well, couldn't you just turn on the light?

C: I can't.

O: No? Why not?

C: Because there's a power cut.

O: A power ... A power cut? Ah, OK. I can handle this now. Listen, for the power cut, I'll have someone call the electricity company. For your Word problem, do you still have the boxes and manuals and packing stuff your computer came in?

C: Well, yes. I keep them in the closet.

O: Good. I'd like you to go and get them, to