

Everyday Dialogues: IT Support [B1]

Un dialogo pratico per ampliare la tua conoscenza della terminologia legata all'informatica. Utile per l'ufficio!

Bridget: Oh no, my computer's playing up again. Mark: What's happening?
Bridget: Whenever I work in this file, it keeps freezing. Mark: That sounds serious. You need to get that looked at. Bridget: How do I reach tech support? Mark: Through the intranet. You need to issue a support request. Bridget: OK, and then what? Mark: Then the IT department raises a ticket and gets someone assigned to your case. Bridget: How long does that take? Mark: It all depends on what priority it gets, but they're usually pretty quick. Bridget: Oh, good. Now can you talk me through the process of sending the request? Mark: Sure, let's do that now.

NOW LET'S REVIEW THE VOCABULARY!

When a computer is playing up, it is not working as it should be. When a computer freezes, it becomes unresponsive. To get something looked at means to have it examined. Tech (or technical) support is the service responsible for maintaining technical systems. An intranet is a private network within an organisation. When you issue a support request, you formally request assistance from the technical support department. And then what? is an informal way of asking, "What happens next?" Raising a ticket means documenting a support request and giving it a case number. The person who is given the responsibility for resolving the issue has been assigned to the case. Pretty is a colloquial synonym of 'quite' or 'reasonably'. To talk someone through something means to help them perform a task by giving them instructions.

Glossary

- **perform** = svolgere
- **Whenever** = ogni volta
- **IT department** = reparto informatico
- **unresponsive** = che non risponde, bloccato