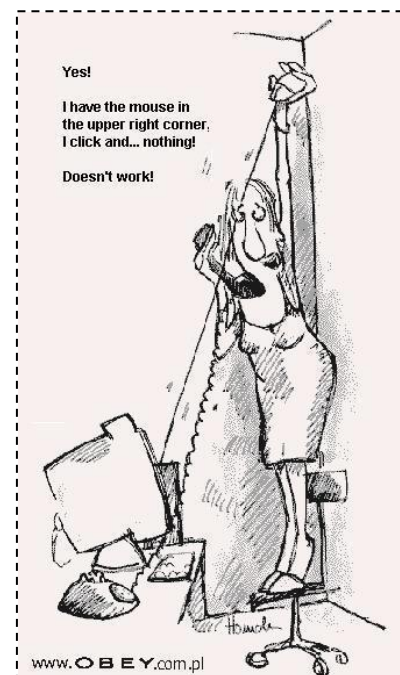# UNIDADE 6

Giving Advice

Você já trabalhou na área de suporte técnico?

Quais são as principais reclamações de usuários ao entrar em contato com o suporte técnico de uma empresa?

Yes!

I have the mouse in the upper right corner, I click and... nothing!

Doesn't work!

www.OBEY.com.pl

Veja abaixo o relato de dois atendimentos publicados no site da Infoworld (disponível em http://www.infoworld.com/d/adventures-in-it/crazy-tech-support-stories-243):

"The ball is bouncing ... and exploding!"

I used to work for a tech-support company with many small-business clients. One client was notorious for an Indian gentleman who would call with extremely naïve questions and who clearly had little familiarity with computers. If he called at the end of a shift, support staff tended to save the call for someone on the next shift to handle.

One evening after hours, he called and left a message that mystified us all: "The ball is bouncing. It is bouncing. And exploding!" he exclaimed in his endearing accent. When I called him back the next day, he repeated the story, but I couldn't for the life of me figure out what he meant. He just kept saying, "The ball is bouncing, the ball is exploding!" During the call, a number of my coworkers collected outside of my cubicle, listening to the conversation, trying to supply tips, and giggling quietly.

Then it dawned on me. The screen saver! -- set by someone to the "bouncing ball" that shatters when it "hits" the screen edges. I asked him to move the mouse. "What mouse? There is no mouse!" he exclaimed.

"Press the space bar," I said.
"Oh! The ball went away!" he cheered.

I began to explain to him about screen savers, and as we were talking, he stopped suddenly and exclaimed, "The ball is bouncing again! The ball is exploding again!" I patiently explained that when this happened, all he had to do was move the "mouse" or press any key. And I made a note in his account to turn off his screen saver the next time someone worked on his PC in person.

Umm, I don't see a footpedal in your manifest

One of the challenges of phone support is that you can't see what's happening. And that makes for some amusing false leads every once in a while -- it's almost the blind leading the blind.

At one job, I was helping a client install a new PC, with me giving her directions over the phone as she unpacked the box, connected the cables, and so on. At some point, she asked me how to set up the footpedal. "Footpedal? That's odd," I thought. But we did occasionally sell imaging systems that use footpedals to help navigate the display and control, such as for zooming.

I checked her order manifest to see what system she got and to find out the footpedal model she had, so I could help her specifically. But the manifest had no footpedal in it. She then mentioned she thought it was an awfully small footpedal and was concerned it wouldn't work well with her feet.

The light began to dawn, so I asked her what brand of footpedal it was. "Dell," she replied. Bingo! It was her mouse. And it definitely did not belong on the floor.

Você já teve alguma experiência semelhante a essas relatadas?

EXERCÍCIO 1: Leia o texto abaixo publicado na Cnet (disponível em http://news.cnet.com/8301-13579_3-10467112-37.html) e faça o que se pede em seguida:

Apple tops Consumer Reports' tech support survey

by Jim Dalrymple

A A Font size | Print | E-mail | Share | 40 comments

141 retweet | f Share | 170

Consumer Reports on Wednesday published results of its latest survey on the **best and worst companies for computer tech support**.

In January, the survey asked 7,000 subscribers who owned a laptop or desktop computer to rate their computer manufacturer in several categories: problem solved; phone waits; phone staff; and online support.

For laptop computers, Apple scored 86 out of a possible 100. That's 23 points above its nearest competitor, Lenovo, which scored a 63. In fact, Apple scored the highest in each of the Consumer Reports categories.

Rounding out the list after Apple and Lenovo are Toshiba (60), Dell (56), HP/Compaq (53), and Acer/Gateway/eMachines (39).

Apple actually did better for desktops than it did for laptops, according to the data. The company scored an 87 out of a possible 100 for its desktop tech support, once again leading its competitors in every category.

(Credit: Apple)

Apple's nearest competitor, Dell, was 32 points behind with a score of 55 for desktop tech support. HP/Compaq was third with 53 and Acer/Gateway/eMachines finished last with 39 points. The full results of the survey are only available to subscribers of Consumer Reports.

Jim Dalrymple has followed Apple and the Mac industry for the last 15 years, first as part of MacCentral and then in various positions at Macworld. Jim also writes about the professional audio market, examining the best ways to record music using a Macintosh. He is a member of the CNET Blog Network and is not an employee of CNET. He currently runs The Loop. You can follow him on Twitter @jdalrymple.

EXERCÍCIO 2: Preencha o quadro abaixo com a posição de cada empresa na pesquisa:

Posição	Desktop	Laptop
1° lugar		
2° lugar		
3° lugar		
4° lugar		
5° lugar		
6° lugar		

EXERCÍCIO 3: A que razões você poderia relacionar os primeiros lugares e os demais posicionamentos das empresas citadas no texto e exibidas nos *rankings* ao lado?

_____
_____
_____
_____
_____
_____
_____

EXERCÍCIO 4: Agora, você lerá a transcrição de um diálogo entre David, do suporte técnico de uma empresa fabricante de computadores, e uma cliente:

Computing Support

David – Hello, this is HP Computers Service Division. My name's David, how can I help you?

Jennifer – Hello, my name is Jennifer and we're having a problem with one of our HP computers.

D – Now can you tell me what model of computer you have?

J – Yeah, it's a HP p6-2220t.

D – A HP p6-2220t. Ok, is the computer still under warranty?

J – Yes, we only got it a month ago. So it should still be covered.

D – Can you give me the service tag number?

J – Yes, let me have a look. It's AM 964 … 70.

D – That's AN 96470. Wait a moment and I'll just look it up in my database... Is that University of Edinburgh, 21 Hill Place?

J –Yes, that's us.

D – So, can you describe what the problem is.

J – Well, it doesn't seem to be connecting on my wireless network.

D – Erm. Wireless network. Does it connect in cable-based networks?

J – Yeah.

D – So, how do you use wireless connections?

J – I have an USB Wireless Adaptor.

D – Right. What operating system are you using?

J – Microsoft Windows.

D – Which version of Windows?

J – It's Windows 7.

D – Ok. Right. It sounds as if you may have a problem with your wireless adaptor. What brand and model is that?

J – It is a TP-Link Antheros Wn422g.

D – Ok, if the computer is connecting through cable network, your problem is probably on your adaptor. You should contact TP-Link support. Or you should remove it and try to install that again.

J – Ok, I'll give that a try and get back to you if we have a problem.

D - Er, if you're going to contact us again with this problem, can you quote this job number? It's E83095.

J – Just a moment. I need to get a pen. Can you repeat that?

D – Ok, E… 83095.

J – E83095.

D – That's correct.

J – Can I take down your name?

D – Yes, my name's David, David Lister.

J – Ok, thank you, David and… er… we'll be in touch if there's any further problems.

D – Ok.

J – Bye.

D – Bye.

EXERCÍCIO 5: Preencha o formulário de atendimento abaixo de acordo com as informações obtidas no diálogo acima:

PROCESSOR		OPERATION SYSTEM	NETWORK TYPE
PASSED TO SUPPLIER	TIME	REF. NO.	

EXERCÍCIO 6: A partir da frase do diálogo "It sounds as if you may have a driver fault", verifique como ela se diferencia das seguintes frases:

It sounds as if you may have a problem with your wireless adaptor - _____

You probably have a problem with your wireless adaptor.- _____

You must have a problem with your wireless adaptor - _____

EXERCÍCIO 7: Agora, veja alguns problemas supostamente enfrentados por usuários que o consultam e sugira uma solução nos respectivos quadros abaixo:

1 My laser printer produces very faint copies.
2 When I print, three or four sheets come through the printer at the same time.
3 My spreadsheet does not seem to add up correctly.
4 Everything I type appears in capitals.
5 My PC is switched on but the monitor screen is blank.
6 I tried to print a document but nothing came out of the printer.
7 My monitor picture is too narrow.
8 My monitor screen flickers.
9 My mouse responds erratically.
10 The time display on my computer is one hour slow.
11 When I print out a page, the first two lines are missing.
12 My computer sometimes stops and reboots itself. The lights dim at the same time.

Solução 1

Solução 2

Solução 3

Solução 4

Solução 5

Solução 6

Solução 7

Solução 8

Solução 9

Solução 10

Solução 11

Solução 12

EXERCÍCIO 8: A Dell dá suporte rápido online para alguns problemas comuns enfrentados por seus usuários. Traduza esses problemas conforme exibidos abaixo.

1) _____

2) _____

3) _____

4) _____

5) _____

6) _____

7) _____

8) _____

TRABALHANDO O VOCABULÁRIO

EXERCÍCIO 9: Escolha a preposição correta e relacione os textos da coluna esquerda com os da coluna direita:

1. The operating system **in / on** my computer doesn't support the latest version **of / from** this application.

a. You can download one for free **to / from** the internet.

2. These files are too big.

b. Perhaps you could get an older version – or buy a new computer!

3. My computer says it hasn't got enough memory **for / to** run this program.

c. What about uninstalling the driver for your old printer?

4. I can't understand this program. It's too complicated.

d. Have you checked to see if there are any updates available **in / on** the internet?

5. I think there's a bug **in / inside** this software.

e. Why don't you close **off / down** all those other applications you've got open?

6. There doesn't seem to be an icon for the program **in / on** the desktop.

f. You can get a manual. I've seen one in the local bookshop.

7. I can't use this program. It's all **in / with** French!

g. How about compressing them **with / by** WinZip?

8. I can't get the driver for my new printer **to / at** work.

h. Go **to / on** the "start" menu, and click **at / on** "All Programs".

9. I haven't got a media player **in / on** my computer.

i. Change the language setting.

| 1. ____ | 2. ____ | 3. ____ | 4. ____ | 5. ____ | 6. ____ | 7. ____ | 8. ____ | 9. ____ |

EXERCÍCIO 10: Qual é, na sua opinião, a melhor solução para cada problema ou dúvida?

Which do you think is the _best_ solution for each problem? (More than one solution is possible for some of problems.)

1. I want to make a copy of a music CD.

2. I want to store some files. I may need to update them in the future.

3. I want to back up data from my computer. I want to update it every day.

4. My computer's having problems with reading and writing CDs.

5. I want to add 250GB of extra storage to my computer.

6. I want to send a copy of a small file to a friend. He has an old computer.

7. My computer's running slowly.

a. You need an **external hard drive**.

b. Use a **CD-R**.

c. Try a **USB flash drive**.

d. Perhaps you need a new internal CD drive.

e. Put them on a **CD-RW**.

f. Perhaps you need to **defragment** the hard drive.

g. You could put it on a **floppy disk**.

EXERCÍCIO 11: As afirmações abaixo são verdadeiras ou falsas?

1.	Inkjet cartridges can be refilled up to three times.	TRUE / FALSE
2.	Colour images are printed by mixing red, green and yellow ink.	TRUE / FALSE
3.	"ppm" stands for pages per minute.	TRUE / FALSE
4.	Most inkjet printers can print out at 100 ppm or more.	TRUE / FALSE
5.	Inkjet cartridges are very difficult to change.	TRUE / FALSE
6.	Photo-paper is a lot more expensive than plain paper.	TRUE / FALSE
7.	Recycled paper is made out of old bottles.	TRUE / FALSE
8.	Some Inkjet printers have three print qualities: draft, normal and best.	TRUE / FALSE
9.	Before you can use a new printer, you have to install the driver from a CD-ROM.	TRUE / FALSE
10.	When a print job has started, it can't be cancelled.	TRUE / FALSE