

Técnico: Buenos días, ¿puedo ayudarte en algo?

Cliente: Buenos días. Si he llamado porque el wifi no funciona.

Técnico: Muy bien, vamos a intentar solucionarlo.

Cliente: Vale, ¿Que tengo que hacer?

Técnico: Por favor podrías decirme que modelo es tu router.

Cliente: Si, mi router es un cisco L32.

Técnico: Vale, perfecto, espera que busque la informacion un momento, ehhhhhhhhhhhhhhhhhhhh, vale, lo tengo.

Cliente: ¿Que tengo que hacer?

Técnico: Lo primero es que mires si el router tiene luces.

Cliente: Si, el router tiene dos luces rojas.

Técnico: Bien podrías especificar cuáles.

Cliente: La luz de encendido esta roja.

Técnico: Bien, podrías intentar encender el router, por favor.

Cliente: Perfe, la luz ha cambiado a verde.

Técnico: Bien, intenta acceder a internet ahora.

Cliente: Oh, ya funciona.

Técnico: Perfecto, adiós.

Técnico: Buenos días, ¿puedo ayudarte en algo?

Cliente: Soy yo de nuevo. Te acuerdas de mi. Me sigue sin funcionar el wifi

Técnico: Tu otra vez, Ufff. Vamos a ver que pasa.

Cliente: Se me ha desconectado el telefono y no puedo acceder al wifi, no me acuerdo.

Técnico: Dime el numero de serie del router para poder acceder a el.

Cliente: ABCDE45

Técnico: Vale ya, estoy dentro voy a cambiar la contraseña. La nueva contraseña es ABCDE45

Cliente: Perfecto, voy a intentar entrar.

Técnico: ¿Has podido acceder?

Cliente: Si, muchas gracias por tu simpatía.

Técnico: adiós y no vuelvas a llamar.

TRADUCIDO

Technician: Good morning, can I help you with anything?

Customer: Good morning. Yes, I called because the wifi doesn't work.

Technician: Alright, let's try to fix it.

Customer: Okay, what should I do?

Technician: Please could you tell me the model of your router

Customer: Yes, my router is a cisco L32

Technician: Okay, perfect, wait for me to look up the information for a moment, ehh, okay, I've got it.

Customer: What should I do?

Technician: The first thing to do is to check if the router has lights.

Customer: Yes, the router has two red lights.

Technician: You might as well specify which ones.

Customer: The power light is red.

Technician: Well, you could try turning on the router, please.

Customer: Well, the light has changed to green.

Technician: Well, try to access the internet now.

Customer: Oh, it works.

Technician: Perfect, bye-bye.

Technician: Good morning, can I help you with anything?

Customer: It's me again. You remember me. My wifi still doesn't work

Technician: You again, Phew. Let's see what happens.

Customer: My phone has been disconnected and I can't access the wifi, I don't remember.

Technician: Tell me the serial number of your router so I can access it.

Customer: ABCDE45

Technician: Okay now, I'm in, I'm going to change the password. The new password is ABCDE45

Customer: Perfect, I'm going to try to get in.

Technician: Have you been able to access?

Customer: Yes, thank you very much.

Technician: Goodbye and don't call again.