1. Internet connection helpdesk call:

<https://www.youtube.com/watch?v=_3KMrfZovoI>

2. Wrong way to Handle a helpdesk problem: <https://www.youtube.com/watch?v=MwpFpWlGCas>

3. Phone conversations not related to helpdesk: <https://english-practice.net/listening-exercises-b2-on-the-phone/#google_vignette>

4. Invoice issues listening: <https://learnenglish.britishcouncil.org/skills/listening/b1-listening/phone-call-customer>

5. Handling a helpdesk problem: <https://www.youtube.com/watch?v=MwpFpWlGCas>