网络与教育技术中心知识库

暨南大学 英语前台接待教程

知识条目作者：林哲丽、张宇、张希雅、林丽霞

项目管理员：

指导老师：唐译蓉老师、龚梦龙老师、陈嘉裕老师

电子邮件：

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摘要：英语前台接待教程

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IT HelpdeskEnglish Tutorial

英语前台接待教程

There are many international students in JiNan University, so we will need to use English during work to serve them. Here we provide example dialogues in four scenarios of students' access network for our IT helpdesk staff.

（翻译：暨南大学有许多国际学生，所以客服同学和维护同学必须用英语为他们服务。针对学生用户使用校园网，我们将会提供四个不同的场景对话给值班的同学。）

Note: Be patient, confident, and listen carefully to their problems before answering.

（一） Freshmen admission

A: Hi, what can I do for you?

B: I want to apply for network access.

A: Okay. Now please follow the steps I tell you to apply on the internet. Step one: Visit the Self Service website mynet.jnu.edu.cntoapply and submit your information. Step two: Print (Internet Application Form) from the Self Service kiosk at the NETC Helpdesk located at Room 120,Teaching Building. Step three: Make payment with your Campus Card. Other forms of

payment such as cash and bank card are not accepted.

B: At least 6 months.

B: Can I borrow someoneelse's campus cards to swipe?

A: No, you can't, you must use your own campus card to pay.

B: What if my campus card doesn't have enough money?

A: You can recharge your card in a dining hall of the 1st floor or using your ATM card to transfer the money to your student card.

A: My campus card binds to my bank card, but I cannot transfer to my campus card.

B: You need to call the campus card center: 85220474.

B: Can I reserve the application?

A: Yes, as long as you make the payment within a week of printing your application.

B: When can I use the internet after fee payment?

A: Within 24 hours, usually it just takes one hour.

B: What if I forget the password of campus card?

A: If you don't change the password, the initial password is the last six number of the campus card, you can have a try.

A: If the password is wrong, what should I do?

B: Please go to the campus card office to modify the password

or recovering your initial password.

A: After paying the fee, you should buy an Internet cable first, and plug the cable into the Ethernet socket, and then open the browser, input any url, pop up

"mynet", download and install the client authentication app, then input the student ID and password. After being successfully authenticated, you can surf the Internet.

译文：（一）新生入学

A：你好，请问需要什么帮助吗？

B：我要办理入网手续

A：好，现在请按照我告诉你的四个步骤去申请网络。第一步：访问自助网站mynet.jnu.edu.cn去申请，提交资料。第二步：从位于教学楼120的自助打印机上打印网络申请单。第三步：用你的学生卡刷卡缴费，不能用现金和银行卡缴费。

A:新开户，可以申请几个月吗？

B:新开户最少6个月起。

A：我可以借别人的校园卡刷卡吗？

B:不可以，只能用自己的校园卡缴费。

A：我余额不足怎么办？

B：可以去食堂现金充值，也可以用绑定的银行卡转账。

A:我的校园卡和银行卡绑定的，可是转不了账？

B：你可以问一下校园卡中心，电话：85220474.

A：开户申请单可以保留吗？

B：可以，一个星期之内都可以。

A：交完费后多久可以上网？

B：在24小时之内，通常一个小时之后就行了。

A：校园卡密码忘记了怎么办？

B：如果没有修改密码，原始密码是校园卡号后六位，可以试试？

A：还是不行，怎么办？

B：请到校园卡事务处修改密码或者回复原始密码。

A：交完费之后，先买条网线、然后网线插到电脑的网卡和模块上，然后打开浏览器，输入任意网址，弹出mynet，下载客户端，安装好后输入学号和之前设置的密码。认证成功后就能上网。

(2)In terms of fee for renewal

A: Hi, what can I do for you?

B: I wantto renew my internet.

A: Okay. Did you submit the renewal application on self-help website of campus network in advance?

B: No, I didn't.

A: If you have a smartphone, you can search the free WIFI named

"mynet" on the scene, you can log into campus networkself-service site and submit your application.

B: Can I renew for one month?

A: No, you must renew for over 3 months unless you are approaching graduation.

B: I used to use education IP, can it be converted to direct IP now?

A: Yes, but you need to makeasupplementarypaymentfor the remaining months.

Other version:

A: I used to use education IP, can it be converted to direct IP now?

B: when is the due time of your Internet usage?/do your Internet fee expire?

A: Not at the present moment.It doesn't expire until over 6months later.

B: Sorry, it can't be converted to direct IP now for your due time is long.

Another version

A: I use direct IP now, can it be convert to education IP?

B: when is the due time of your Internet usage?/ Did your

Internet expire?

A: It will expire after several days or a week.

B: It's OK. However, it will be converted to be education IP immediately after payment, because you used to use direct IP and now you pay fees for education IP.

译文：（二）关于续费

A：你好，请问需要办理什么业务？

B：我要续费？

A： 好的，请问你事先在校园网自助网站提交了续费申请吗？

B：没有，我不知道这个程序。

A：你带了智能手机的话,可以搜索现场的免费无线网络，名称mynet，就可以登录校园网自助网站申请。

B：我可以续一个月吗？

A:不可以，续费必须是续费3个月及以上。（特殊情况可以，比如你临近毕业。这句可以不用说的。只要知道毕业生续费最少一个月，就可以了）

B：我以前用教育IP,现在可以转为直通IP吗？

A：可以，需要补缴剩余月份的费用。

另一个版本

A：我原来是申请的是直通IP，现在可以转成教育IP吗？

B：你的网络到期时间是什么时候呢？/你现在网费到期了吗？

A：暂时没有，还要6个月以上才到期。

B：不好意思，因为你的到期时间较长，不可以转成教育IP。

另一个版本

A;我现在是用的是直通IP，可以转成教育IP吗？

B:同学，你的网络到期时间是什么时候呢？（或者可以问"你现在网费到期了吗？"）

A：还要一个星期或者几天，就到期了。

B：可以。不过，因为你原来是直通IP的，现在交费是教育IP，交完费后，马上转为教育网IP。

（三）About changing password

A: Hello, what can I do for you?

B: I forgot my password,could you help me find the original password?

A: No, but I can reset the password for you.

B: Could it be all numbers?

A: No, you should use strong passwords.

B: What is the meaning of the strong password?

A：It means that the password must meet three conditions:

containing letters, numbers and special symbols. And itslength

must be between 6 and 15 characters long.

B: It is too difficult for me to remember.

A: I suggest you to take a picture for it.

译文：（三）关于修改密码

A：你好，我有什么可以帮助你的吗？

B:上网密码忘记了，可以帮我找回原始密码吗？

A：不可以，但可以帮你重新设置密码。

B：可以全部用数字吗？

A：不可以，必须用强密码。

B：强密码是什么意思

A：密码必须包含3个条件，包含字母、数字、特殊符号，6-15位。

B:这样很麻烦呢，记不住。

A:建议你用手机拍下密码。

（四）About repair

A: Hello, what can I do for you?

B: My network has something wrong and I can't use the Internet.

A: Both cable network and wireless net?

B: I can use wireless net but not cable network.

A: Did you pass the client authentication app?

B: Yes, but I can't use the Internet.

A: Could you please show me your campus card, I need to verify the information.

B: I didn't bring my campus card, what could I do?

A: It's OKif you bring your school ID card. Could you tell me your dormitory address and phone number?

B: I swapped the dormitory, do I need to modify the information?

A: Yes, we need accurate information. If your dormitory and phone number has changed, you need to modify the information.

B: When will someone come to repair the Internet?

A: Within 24 hours.

B: Can you send someone right now, I need to use the net urgently.

A: I'm sorry, maintenance personnel are students and they usually only have time after night class. If you need to use the network, you can go to the library,

B: OK, thanks.

译文：（四）关于报维护

A：你好，请问需要办理什么业务？

B：我的网络故障，上不了网。

A:有线和无线都上不了吗？

B：无线可以，有线不可以上？

A：有没有通过锐捷认证？

B：通过了，但还是上不了网？

A：麻烦你出示校园卡，需要核实资料。

B：校园卡忘记带了，怎么办？

A：学生证也可以，麻烦你告诉我宿舍地址和手机号码。

B：我调换了宿舍，需要修改信息吗？

A:是的,我们的维护人员需要准确的信息,如果换了宿舍和手机号码,一定要修改资料。

B:那需要多久，才能恢复正常上网？

A：24小时以内。

B:能不能马上派人，我急需用网络。

A：对不起，维护人员都是学生，一般是晚自习时间或之后才有人上门维护。

如果你急需用网络，建议你去图书馆。

B:好的，谢谢。

开户

A：你好，请问需要什么帮助吗？

B：我要办理入网手续

A：好，现在请按照我告诉你的四个步骤去申请网络。第一步：访问自助网站

mynet.jnu.edu.cn 去申请，提交资料。你带了智能手机的话，可以搜索现场的免费无线网络，名称 mynet，就可以登录校园网自助网站申请.第二步：从位于教学楼 120 的自助打印机上打印网络申请单。

第三步：用你的学生卡刷卡缴费，不能用现金和银行卡缴费。(对于想要使用支付宝的同学，还可能有以下对话

B:现在是可以使用支付宝缴费了是吗？

A:是的，新开户的同学可以选择支付宝缴费，付费成功后也需要在打印机上打单，让后交给客服人员核对信息。)

A:新开户，可以申请几个月吗？

B:新开户最少 6 个月起。

A：我可以借别人的校园卡刷卡吗？

B:不可以,只能用自己的校园卡缴费。

A：我余额不足怎么办？

B：可以去食堂现金充值，也可以用绑定的银行卡转账

A: Hi, what can I do for you?

B: I want to apply for network access.

A: Okay. Now please follow the steps I tell you to apply on the

internet. Step one:

Visit the Self Service website mynet.jnu.edu.cn to apply and submit your information. If you have a smart phone, and then search the free WIFI named "mynet" on the scene; you can log into campus network self-service site and submit your application. Step two: Print (Internet Application Form) from the Self Service kiosk at the NETC Helpdesk located at Room 120, Teaching Building. Step three: make payment with your Campus Card. Other forms of payment such as cash and bank card are not accepted.

A: When I open a new account, how many months can I apply for?

B: At least 6 months.

B: Can I borrow someone else's campus cards to swipe?

A: No, you can't, you have to use your own campus card to pay.

B: What if my campus card doesn't have enough money?

A: You can recharge your card in a dining hall of the 1st floor or using your ATM card to transfer the money to your student card.

续网

A：你好，请问需要办理什么业务？

B：我要续费？

A：好的，请问你事先在校园网自助网站提交了续费申请吗？

B：没有，我不知道这个程序。

A：你带了智能手机的话，可以搜索现场的免费无线网络，名称 mynet，就可以登录校园网

自助网站申请。

B：我可以续一个月吗？

A:不可以，续费必须是续费 3 个月及以上。

A：Hi, what can I do for you?

B：I want to renew my internet.

A：Okay. Did you submit the renewal application on self-help website of campus network in advance?

B：No, I didn't.

A：If you have a smart phone, you can search the free WIFI named "mynet" on the scene, you can log into campus network self-service site and submit your application.

B：Can I renew for one month?

A：No, you must renew for over 3 months unless you are approaching graduation.