Get ready!

1 **Before you read the passage, talk about these questions.**

1 What are some different office shifts?

2 What do representatives take during shifts?

memo

From:	j.knorr@cccalling.com
To:	All employees
Subject:	Changes in Shifts and Hours

Hello everyone,

As you know, our schedule is changing. We will become a **24-hour** call center next week. There will be some major changes to your hours. Currently, you all work **morning** and **daytime** shifts. We will now fill shifts for all hours. We need volunteers to work **evening shifts**, **graveyard** shifts, and **weekend** shifts.

We encourage **part-time** employees to become **full-time** employees. Talk to your supervisor if you are interested. These new shifts provide many opportunities for **overtime**. The length and frequency of **breaks** remains the same, regardless of shift.

Please see your supervisor if you have any questions.

Jeff Knorr, C.E.O.

Reading

2 **Read the memo. Then, choose the correct answers.**

1 What is the purpose of the memo?

A to instruct employees about recording shifts on time cards

B to assign shifts to new employees

C to explain the benefits of working a particular shift

D to talk about shift changes in a call center

2 Which of the following is NOT a shift that the company needs volunteers for?

A weekend   C evening

B graveyard   D morning

3 What should part-time employees do to become full-time employees?

A volunteer for a daytime shift

B write an email to human resources

C talk to their supervisors

D call the C.E.O.

Vocabulary

3 **Fill in the blanks with the correct words from the word bank.**

WORD BANK

24-hour   break   evening   morning
overtime   shift   weekend

1 Greg enjoyed working the _____ shift so he could stay home with his kids during the week.

2 Because Cynthia worked the _____ shift, she used her break to eat dinner.

3 The _____ call center offered employees shifts at all hours of the day.

4 Working a(n) _____ shift is a good opportunity for people who wake up early.

5 Employees are typically paid extra for working _____ .

6 Employees can use their _____ to eat or socialize.

7 Employees typically work a set number of hours known as a(n) _____ .

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 daytime / graveyard

   A The _____ shift can be difficult at the beginning.

   B A _____ shift typically falls between 8 a.m. and 5 p.m.

2 full-time / part-time

   A Anita was able to work _____ while she was in school.

   B Oscar worked _____ to support his family.

5 🎧 Listen and read the memo again. What changes will be made to employees' hours in the coming weeks?

Listening

6 🎧 Listen to a conversation between two representatives. Mark the following statements as true (T) or false (F).

1 __ The woman is unhappy with the changes at the call center.

2 __ The woman recently worked many overtime hours.

3 __ The woman enjoys working graveyard shifts.

7 🎧 Listen again and complete the conversation.

Representative 1:	What do you think of **1** _____ _____ _____ to the schedules?
Representative 2:	I was worried at first, but it actually hasn't been so bad.
Representative 1:	Really? I thought they were making you work a lot of **2** _____ _____ .
Representative 2:	They are. And it's been great.
Representative 1:	Personally, I'd much rather just do my hours **3** _____ _____ _____ .
Representative 2:	It's really nice to have that **4** _____ _____ coming in, though.
Representative 1:	I guess that's true. At least they didn't **5** _____ _____ _____ the graveyard shift.
Representative 2:	Yeah, I really prefer the **6** _____ _____ .

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

What do you think of ...?
Personally, I'd much rather ...
It's good to ...

Student A: You are a representative. Talk to Student B about:

• schedule changes

• what hours he or she has been working

• how he or she feels about working different shifts

Student B: You are a representative. Talk to Student A about working different shifts.

Writing

9 Use the memo and the conversation from Task 8 to complete the memo.

memo
to All Employees

Because we are now a _____ call center, we are looking for employees to work the _____ shifts. We are also looking for employees who currently work _____ shifts to switch to _____ shifts. This memo is for _____ employees only.

Get ready!
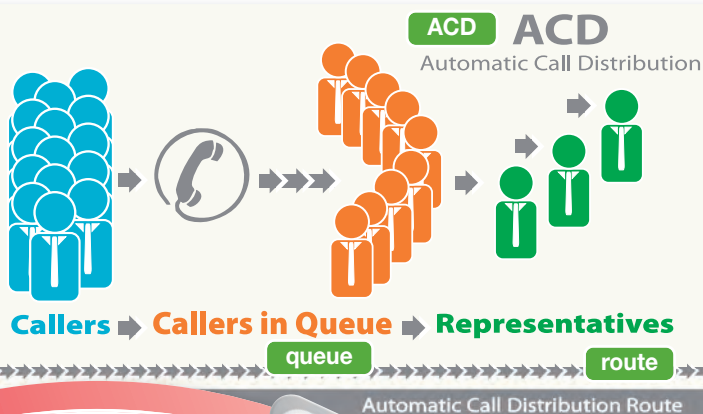
1 **Before you read the passage, talk about these questions.**

1 What function identifies incoming calls?
2 Where are customers' calls placed when lines are busy?

ACD
ACD
Automatic Call Distribution

Callers → **Callers in Queue** → **Representatives**
queue   route

Automatic Call Distribution Route

DNIS

DIALED NUMBER
1-800-XXX-XXX

ANI

INCOMING CALL FROM
555-XXXX

Telzym
ALL NEW
Introduces Combined
ACD/CTI
software!

A synchronized call center is more efficient and less stressful. Telzym Combined improves customer and employee satisfaction rates. Simultaneously handle automatic call distribution (**ACD**) and computer telephony integration (**CTI**) with Telzym. Experience total synchronization and unparalleled efficiency.

Telzym Combined ACD/CTI software has standard **ANI** (automatic number identification) and **DNIS** (dialed number identification service). ACD **routes** calls to your agents and CTI ensures synchronization. **Routing strategies** are 100% customizable to suit your needs. Large, legible **screen pops** appear instantly with absolutely zero lag. Never again will agents have to wait for customer information.

In addition to standard features, Telzym Combined introduces **virtual queuing**. If **EWT** (estimated wait time) passes a set **threshold**, callers can request a **callback**. An electronic marker will reserve their place in the **queue**. Callers may then hang up the phone. A screen pop will notify the agent that the system is making a callback. Everything is automated, and agents can handle calls as usual. Telzym Combined is the ultimate call center solution!

Telzym

screen pop

Reading

2 **Read the advertisement. Then, choose the correct answers.**

1 What is the advertisement mostly about?
   A which call routing programs are available at a discount
   B why the new software is better than the competitor's software
   C when the virtual queuing feature will be available in older versions
   D how the new software improves a customer's experience

2 Which is NOT a feature of the software?
   A customizable detail in screen pops
   B customizable routing strategies
   C virtual queuing with set EWT thresholds
   D automated callbacks

3 When can callers opt to receive a callback?
   A after explaining the call to an agent
   B when EWT exceeds a certain threshold
   C after the call is processed by the ACD
   D any time after ANI has identified the caller

Vocabulary

3 **Match the words or phrases (1-8) with the definitions (A-H).**

1 __ ANI   4 __ ACD   7 __ virtual queuing
2 __ CTI   5 __ DNIS   8 __ routing strategy
3 __ EWT   6 __ route

A the approximate length of time customers must wait on hold
B a system in which customers receive a callback instead of waiting on hold
C a function that displays the caller's phone number
D a function that identifies what number the caller dialed
E to send a call to a particular person or department
F instructions for a call distributor on how to route different calls
G a system that automatically routes incoming calls
H a system for synchronizing computers and telephones

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 **queue / screen pop**

    A The representative couldn't read the _____ with the customer's information.

    B Customers were left on hold due to a problem with the _____ .

2 **threshold / callback**

    A When wait time reaches a certain _____ , the customer can receive a call later instead.

    B Most people prefer a _____ to waiting on hold.

5 🎧 Listen and read the advertisement again. Why should screen pops appear promptly?

Listening

6 🎧 Listen to a conversation between a technician and a call center director. Mark the following statements as true (T) or false (F).

1 __ The new software will reduce customers' wait time.

2 __ Customers can now choose to wait on hold or receive a callback.

3 __ The purpose of the software is to improve routing strategies.

7 🎧 Listen again and complete the conversation.

Technician:	You're going to love this new **1** _____ _____ . It's really advanced.
Director:	**2** _____ _____ _____ . Is it better than what we had before?
Technician:	Much better. Customers will love it.
Director:	That's good. What kind of features does it have?
Technician:	Well, for one thing, it has **3** _____ _____ .
Director:	That sounds interesting. How does it work?
Technician:	Well, it means customers can get a **4** _____ instead of waiting on hold.
Director:	That sounds good to me. But do they have to wait longer that way?
Technician:	No, the wait time is the same. It doesn't matter if they stay on hold or hang up.
Director:	I see. So, they can **5** _____ _____ the phone and keep their place in the queue?
Technician:	Exactly. It'll lead to a **6** _____ _____ in customer satisfaction.
Director:	Great! That's our goal.

Speaking

8 With a partner, act out the roles below based on Task 7. Then switch roles.

USE LANGUAGE SUCH AS:

You're going to ...

What kind of ...?

That sounds interesting.

Student A: You are a technician. Talk to Student B about:

- new software for your call center
- the features of the new software
- why the new software will be beneficial

Student B: You are a call center director. Talk to Student A about new software.

Writing

9 Use the advertisement and the conversation from Task 8 to fill out a company memo about the new ACD software.

From: Management
To: All Staff

We recently installed new _____ _____

One of the new features is _____ _____

The benefit of this feature is _____ _____

Other new features are _____ _____

Glossary

abusive [ADJ-U4] If a person is **abusive**, he or she uses insulting and offensive language.

accent [N-COUNT-U2] An **accent** is a particular way that someone pronounces words, usually influenced by the country or region where he or she is from.

accent reduction [N-UNCOUNT-U2] **Accent reduction** is the process of minimizing a person's accent and applying another accent to his or her speech.

accident [N-COUNT-U5] An **accident** is an unexpected and unfortunate event.

adherence [N-UNCOUNT-U1] **Adherence** is a measurement of the percentage of time that employees are working when they are scheduled to be working.

affordable [ADJ-U13] If something is **affordable**, it costs an amount of money that someone can reasonably pay.

agent [N-COUNT-U15] An **agent**, also called a representative, is a worker who is employed by a company to transact business directly with customers.

aggravate [V-T-U3] To **aggravate** something is to increase the degree or severity of something bad.

analyst [N-COUNT-U15] An **analyst** is a worker who monitors or examines something to get more information about it or assess its quality.

anxiety [N-UNCOUNT-U11] **Anxiety** is a feeling of unease or fear in anticipation of future events.

apologize [V-I-U3] To **apologize** is to express regret for something, usually because it has upset someone.

approach [N-COUNT-U4] An **approach** is a strategy for interpreting or dealing with a situation.

assurance [N-COUNT-U3] An **assurance** is a statement that something will definitely happen.

auto-response [N-UNCOUNT-U10] **Auto-response** is an email response function that composes and sends an appropriate email response automatically based on templates and email keywords.

blame [V-T-U3] To **blame** someone is to believe or say that someone is responsible for the occurrence of something bad.

burnout [N-UNCOUNT-U11] **Burnout** is a state of exhaustion in which a person cannot continue normal work or activities.

calm [ADJ-U5] If someone is **calm**, he or she is not upset or angry.

calm down [V-I-U3] To **calm down** is to become less angry or forceful.

campaign [N-COUNT-U6] A **campaign** is an organized plan to achieve a particular goal.

chat room [N-COUNT-U9] A **chat room** is an online application in which multiple users may communicate with one another publicly via text.

chatty [ADJ-U4] If someone is **chatty**, he or she talks a lot.

circumstance [N-COUNT-U3] A **circumstance** is a state or occurrence that affects a situation.

coach [N-COUNT-U15] A **coach** is a worker who provides ongoing training and support to employees who are already working in a particular job.

communication training [N-UNCOUNT-U13] **Communication training** is the process of teaching someone effective communication strategies.

compartmentalize [V-T-U11] To **compartmentalize** something is to separate certain thoughts or feelings and reserve them for particular situations, such as thinking about work only while at work.

compile [V-T-U7] To **compile** information is to assemble it for interpretation or study.

complain [V-I-U3] To **complain** is to express dissatisfaction or unhappiness with something.

compliance [N-UNCOUNT-U1] **Compliance** is a measurement of how closely an employee follows his or her schedule, including the specific times that he or she signs in and out for various reasons.

concentrate [V-I-U13] To **concentrate** is to focus attention or effort on something.

conduct [V-T-U7] To **conduct** something is to organize or perform an action.