

Advanced IT Lingo

Error Reporting, Request for Assistance & Inquiry

January will be a perfect month to express complaint...

Lingo = Language

- Language is a human form of communication.
- What's a basic part (unit) of language?
 - A sentence.
 - What's a sentence?
 - A group of words expressing a **complete thought**.

Sentence Types

- Assertive or Declarative Sentence
 - a statement (.)
- Exclamatory Sentence
 - an exclamation (!)
- Imperative Sentence
 - a command (!)
- Interrogative Sentence
 - a question (?)

English: an **SVO** language

SUBJECT + VERB + OBJECT

A few **examples** for SVO:

Subject	Verb	Object
Petra	is using	Facebook.
Boti	knows	cars.
Levi	is questioning	almost everything.
Zsófi	doesn't like	Information Technology.
Gyuri	loves	film-making.
Everybody	has written	a perfect test!

So many
things can
go wrong in
IT!

So...

LET'S GO TO THE COMPLAINT DEPARTMENT!

Which sentence type are we going to use, then?

Let's **complain!**

Subject	Verb	Object
Windows	won't load	the GUI!
	won't recognize	the pendrive that I've just connected!
	won't eject	my Digital Video Disc!

Let's complain **further!**

Subject	Verb	Object
Word	won't format	my characters!
	won't cut	my paragraph!
	won't copy	this section!
	won't paste	these pages!
	won't print	my document!

"I Just **Can't Get** Enough!"

Subject	Verb	Object
Excel	won't open	my spreadsheet!
	won't calculate	my formula!
	won't sort	my data!
	won't run	the Chart Wizard!
	won't draw	the type of chart I want to use!
PowerPoint	lacks	style and functionality!

THIS WAS ERROR REPORTING

But how can we get help?

Getting **help** through:

Request for Assistance
or
Inquiry

A **Request** can go like this:



Please show me How I can make...

SUBJECT + VERB + OBJECT.

Please show me How I can make...

Windows eject my DVD.

An **Inquiry** can go like this:



How can I make...

SUBJECT + VERB + OBJECT?

How can I make...

Windows eject my DVD?

Let's practice...



How can I make...



Subject	Verb	Object
Windows	calculate	mail?
	copy	my characters?
	cut	my data?
	eject	my DVD?
Word	format	my document?
	generate	my formula?
	load	my paragraph?
Excel	merge	my spreadsheet?
	open	the Chart Wizard?
	paste	the GUI?
PowerPoint	print	the pendrive that I've just connected?
	recognize	the type of chart I want to use?
	run	these pages?
	sort	this section?

Congratulations!



Now you can work at a company
with **English IT support!**