

Business English for IT | Topic: Customer Relationship Management (CRM) 1

Choose the correct response to complete each of the following sentences:

1. This new CRM system will hopefully increase our _____. (= *help us to become more productive*)
a) inclination b) productivity c) propensity
2. This new software will provide us with the _____ we need to help customers quickly.
a) tools b) tolls c) tails
3. By _____ certain processes (= *not doing them manually*), we save a lot of time.
a) automating b) automation c) automatic
4. The new CRM software will allow us to create trouble tickets for each _____ (= *problem*) that comes up.
a) idea b) issue c) info
5. When you _____ an open ticket, you're following the progress of the open ticket.
a) trick b) trap c) track
6. Are the open tickets _____ by case number? No, they're _____ by date.
a) errant b) aroused c) arranged
7. To find out more about the team's performance = To gain _____ into the team's performance
a) visibility or insight b) vis-a-vis or inform c) virulence or inspect
8. To _____ a case means to send the case to someone (like a manager, boss, etc.) for review.
a) escape b) escalate c) scale
9. After you _____ an issue (= *solve a problem*), make sure you close the ticket.
a) resolve b) revoke c) respond
10. I need to access the CRM system from home. No problem, you can access the system _____.
a) remorsefully b) remedially c) remotely

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ANSWERS:

1) b 2) a 3) a 4) b 5) c 6) c 7) a 8) b 9) a 10) c