

mYngle

Business Intermediate

Homework - Unit 4: Services and
Systems



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1. Read the article on Enhancing Business Services and Systems and choose the paragraph (1-6) which tells you about the following statements (a-f).

- a. Functional systems are key to protecting valuable information. **Paragraph** ____.
- b. Modern and top notch technology helps businesses stay competitive in evolving industries. **Paragraph** ____.
- c. Picking useful and precise systems is crucial for achieving goals. **Paragraph** ____.
- d. Productive services help companies to complete tasks efficiently and without mistakes. **Paragraph** ____.
- e. Useful, precise, and trustworthy solutions make the workplace more productive. **Paragraph** ____.
- f. Simple-to-use tools allow teams to focus on their work without confusion. **Paragraph** ____.

Enhancing Business Services and Systems: A Guide to Top-notch Solutions

1. In today's fast-paced business world, having the right services and systems in place is essential for success. Whether you're running a small company or a large corporation, choosing handy and accurate tools can make all the difference. Here's why using secure, efficient, and user-friendly solutions can improve your business operations.
2. First, it's important to focus on secure systems that protect your data. In the digital age, keeping information safe is critical, especially with the rise of cyber threats like hacking and data breaches. For example, implementing two-factor authentication and encryption can prevent unauthorized access. Having a well-designed system in place ensures that your business operations run smoothly while staying protected, such as using cloud-based security platforms like Microsoft Azure or AWS, which offer real-time monitoring and automatic threat detection.
3. Another key factor is choosing efficient services that allow you to complete tasks quickly and without errors. Efficient systems help you meet deadlines and achieve better results. For instance, accounting software like QuickBooks or project management tools like Trello streamline processes by automating calculations and organizing workflows. A good example is using modern software that automates routine tasks, making your workday more productive, such as using CRM systems like Salesforce, which automatically tracks customer interactions and generates reports without manual input.

4. In addition, your business tools should be user-friendly. When services are easy to use, your employees can focus on their tasks without wasting time trying to figure out how things work. For example, intuitive platforms like Slack or Zoom allow for seamless communication and collaboration without needing extensive training. This improves productivity and reduces the need for extra training, since employees can adapt quickly and concentrate on more critical tasks.
5. It's also essential to use up-to-date technology. The business world is always changing, and outdated systems can slow you down. For instance, using old software versions may lead to compatibility issues, and not upgrading hardware could result in slower performance. By investing in high-quality and well-designed solutions, you can ensure that your company remains competitive, such as adopting AI-driven analytics tools that provide real-time insights into market trends, giving your business a significant edge.
6. In conclusion, using handy, accurate, and secure services and systems will keep your business running efficiently. Tools that offer real-time updates, such as Google Workspace or Microsoft 365, provide precise collaboration across teams. By investing in up-to-date, user-friendly, and high-quality solutions, you'll create a more productive and effective work environment, allowing for faster decision-making, better teamwork, and improved outcomes overall.

2. Answer the following questions regarding the article from the previous exercise.

1. What two things can businesses do to keep their information safe, according to the text?
2. How do well-designed systems help businesses run smoothly and stay safe?
3. How does using automated software, like QuickBooks or Trello, help businesses complete tasks more quickly?
4. Why is it important for tools to be easy to use? How does this save time in the workplace?
5. What problems can happen if businesses use old systems?
6. How does modern technology, like AI tools, help a company stay ahead of others in its industry?
7. In the conclusion, what are the three qualities that make business systems more effective?
8. How do tools like Slack and Zoom make it easier for employees to communicate?

3. Choose the correct word to complete each sentence.

1. The new app has a _____ interface, so even beginners can navigate it easily.
a. secure
b. user-friendly
c. high-quality
2. We need _____ information to make informed business decisions.
a. up-to-date
b. well-designed
c. efficient
3. This company is known for producing _____ materials for their products.
a. secure
b. high-quality
c. user-friendly
4. A _____ product not only looks good but also works perfectly for its purpose.
a. efficient
b. well-designed
c. accurate
5. The small screwdriver is a _____ tool for quick repairs around the office.
a. handy
b. user-friendly
c. efficient
6. Our IT department installed a very _____ connection to protect our data.
a. up-to-date
b. accurate
c. secure
7. The new accounting software is highly _____, saving us a lot of time.
a. user-friendly
b. efficient
c. secure
8. The sales forecast gave an _____ prediction of next quarter's revenue.
a. accurate
b. well-designed
c. high-quality

1. The following statements (1-5) sum up each paragraph of the article. Put the paragraphs in the correct order.

1. Augmented Reality (AR) shopping allows customers to view products in real-life settings before making a purchase. **Paragraph:** ____.
2. Live chat systems on websites enable faster customer support, improving the shopping experience. **Paragraph:** ____.
3. Cloud-based storage makes it easier to access and share files from anywhere, enhancing work efficiency. **Paragraph:** ____.
4. AI-powered tools improve customer service and help businesses understand customer preferences through data analysis. **Paragraph:** ____.
5. Modern systems and services like AR, live chat, cloud storage, and AI tools enhance shopping, work, and communication, making both personal and business life more efficient. **Paragraph:** ____.

Innovative Services and Systems in Modern Business

Finally, AI-powered tools are transforming business services. For example, some companies now use AI chatbots to provide customer support. These chatbots allow you to get answers to common questions at any time, even outside business hours. AI tools can also analyze customer data, helping you to understand customer preferences better and improve services based on their feedback.

- a. In conclusion, new systems and services like AR shopping, live chat, cloud-based storage, and AI tools make it easier for you to shop, work, and communicate. These technologies help you to have better experiences and enable you to be more productive in both your personal and business life.
- b. As the world is changing rapidly, businesses are always looking for new ways to improve their services and systems accordingly. One example of a new technology that is changing the way people shop is Augmented Reality (AR) shopping. AR shopping makes it easier for you to see products in real life through your phone or computer before buying them. For example, with AR, you can see how furniture looks in your home without leaving your house. This new system lets you make better choices and feel more confident about your purchases.
- c. In addition to AR and live chat, cloud-based systems are also improving the way companies work. Cloud storage lets you save important documents and access them from anywhere, at any time. This system makes it easier for you to share files with your colleagues, which helps you to work more efficiently, especially when working remotely. Cloud services also enable you to store large amounts of data without needing expensive hardware in your office.
- d. Another service that is becoming more popular is online customer support. Many businesses now use live chat systems on their websites. These systems allow you to speak with a customer service representative immediately, without waiting for an email or phone call. This technology helps you to solve problems faster and enables you to have a better shopping experience. With live chat, you can ask questions about a product, get help with an order, or return an item quickly.

2. Decide if the following statements (1-6) are true or false based on the article from exercise 1.

1. Augmented Reality (AR) shopping helps you see how products look in real life before buying them.
2. Live chat systems on websites are slower than email for customer support.
3. Cloud storage allows you to access important documents from anywhere at any time.
4. AI-powered tools only help with customer support, not with understanding customer preferences.
5. Cloud-based systems help businesses save money by avoiding the need for expensive hardware.
6. AI chatbots can provide answers to customer questions only during business hours.

3. Rewrite the following sentences using the phrases given.

- | | |
|--|--|
| 1. Augmented Reality (AR) shopping lets customers see how products will look in their homes.
(make it easier) _____. | 5. AR shopping helps people make better purchasing decisions.
(enables you) _____. |
| 2. Live chat systems improve customer service response time.
(allows you) _____. | 6. Cloud systems help teams share files easily when working remotely.
(make it easier) _____. |
| 3. Cloud storage provides access to important documents from anywhere at any time.
(lets you) _____. | 7. AI-powered chatbots assist with customer queries outside of business hours.
(allow you to) _____. |
| 4. AI tools analyze customer data to improve services.
(help you) _____. | 8. Using modern systems improves work efficiency.
(helps you) _____. |

Comparative forms and modifiers

1. Much Far, A lot

These are used to show a **big difference** between two things. They all mean the same and are used before a comparative adjective (like "bigger," "more expensive," etc.).

- **Much:** "This laptop is much faster than the old one."
- **Far:** "The new office is far more comfortable than the previous one."
- **A lot:** "Our sales have increased a lot more this year compared to last year."

2. A Bit, Slightly, A Little

These are used to show a **small difference**. They mean the same thing and are used before a comparative adjective.

- **A bit:** "This project is a bit more complicated than the last one."
- **Slightly:** "The new design is slightly better than the old version."
- **A little:** "My new phone is a little cheaper than yours."

Summary

- **Much, far, a lot** show **big differences**.
- **A bit, slightly, a little** show **small differences**.

These words make your language more precise and flexible, especially in business communication where describing differences accurately is key.

1. Select the correct word to complete each sentence.

1. The report is (a bit / far) more detailed than the previous one.
2. This client's demands are (slightly / much) more complicated than the last one's.
3. Our profits have increased (a lot / a little) compared to last year.
4. The new product is (slightly / far) cheaper than the competitor's.
5. The weather is (a lot / slightly) better than it was yesterday.
6. This new machine is (a bit / much) more efficient than the old one.
7. The presentation was (far / a little) more interesting than I expected.
8. This contract is (a lot / slightly) longer than the previous one.
9. This software is (a little / far) more user-friendly than the older version.
10. The new office is (slightly / much) closer to my house.

2. For each sentence, tick the best explanation: a or b.

1. The project was not as difficult as I thought.
a. The project was a bit easier than I thought.
b. The project was far easier than I thought.
2. The new laptop is more powerful than my old one.
a. The new laptop is slightly faster than my old one.
b. The new laptop is much better in performance than my old one.

3. This month's sales figures are higher than last month's.
a. The sales figures are a little better than last month's.
b. The sales figures are a lot stronger than last month's.
4. The presentation lasted longer than I expected.
a. The presentation lasted far longer than I expected.
b. The presentation lasted a little longer than I expected.
5. The new software is easier to use than the old version.
a. The new software is much more user-friendly.
b. The new software is slightly more user-friendly.
6. The traffic was worse than usual this morning.
a. The traffic was slightly heavier than usual.
b. The traffic was a lot more congested than usual.
7. This report is more detailed than the last one.
a. This report includes far more information than the last one.
b. This report provides a bit more content than the last one.
8. The office is closer to the station than I expected.
a. The office is much nearer to the station.
b. The office is a little nearer to the station.
9. The new furniture is more comfortable than the old one.
a. The new furniture is a lot more supportive than the old one.
b. The new furniture is a bit nicer to sit on than the old one.
10. The team's performance was better than last week.
a. The performance was slightly improved compared to last week.
b. The performance was far stronger compared to last week.

3. Rewrite each sentence using *much*, *far*, *a lot*, *a bit*, *slightly*, or *a little* to show either a bigger or smaller difference. More than one answer is possible.

1. The new car is significantly faster than the old one.
(Use an intensifier that shows a big difference.)

_____.

2. This room is more spacious than the last one.
(Use an intensifier that shows a small difference.)

_____.

3. The prices have gone up more than expected.
(Use an intensifier that emphasizes a large increase.)

_____.

4. The service is only better in this restaurant.
(Use an intensifier that shows a small improvement.)

_____.

5. The meeting lasted longer than we thought.
(Use an intensifier that shows a big difference in time.)

_____.

6. The weather is warmer today than yesterday.
(Use an intensifier that shows a small difference in temperature.)

_____.

7. The new team member is more experienced than the last one.
(Use an intensifier that emphasizes a big difference in experience.)

_____.

8. This project is more challenging than the previous one.
(Use an intensifier that shows a small increase in difficulty.)

_____.

9. This product is heavier than it looks.
(Use an intensifier that emphasizes a significant difference in weight.)

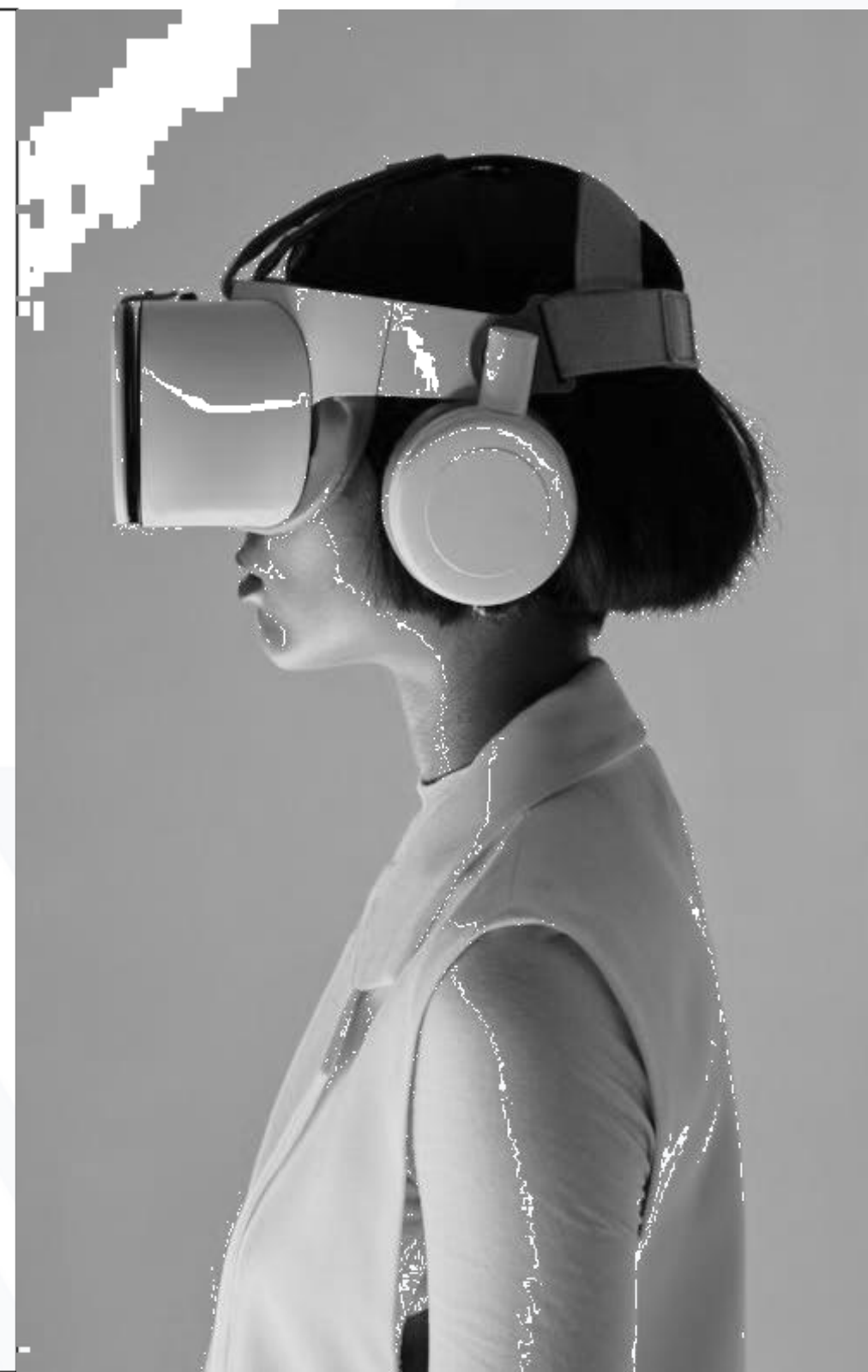
_____.

10. The delivery was quicker than usual.
(Use an intensifier that shows a small difference in speed.)

_____.

1. Read the following article about the Metaverse and underline all the phrases used to link ideas.

1	The world we live in today is changing rapidly due to new technologies like the metaverse and artificial intelligence (AI). As you know, these innovations are influencing many areas of our lives, from how we work to how we interact with each other. The metaverse is a virtual space where people can meet, work, and have fun through avatars. AI, on the other hand, refers to the use of machines that can learn, adapt, and solve problems.
5	These technologies are no longer part of the distant future; they are shaping our reality now. In other words, the metaverse allows us to live in a digital world where physical distance no longer matters. You can attend meetings, conferences, or even concerts from your home, while feeling as if you are in the same room as others. By the way, many companies are already heavily investing in the metaverse for virtual meetings, events, and training. It's clear that this trend will continue to grow as businesses look for more innovative ways to engage with customers and employees.
10	Furthermore, AI is helping businesses in many ways, such as improving customer service through chatbots or making faster decisions by analyzing large amounts of data. Many companies use AI to personalize their marketing strategies, creating ads that target specific groups of people based on their online behavior.
15	In healthcare, AI can help doctors detect diseases earlier and suggest personalized treatment plans for patients. Generally, AI is being used in many industries, from healthcare to finance. In finance, for example, AI can predict market trends and help companies make smarter investments. Aside from these industries, AI and the metaverse are also changing education. Virtual classrooms allow students from all over the world to learn together, while AI can personalize lessons to meet each student's individual needs.
20	To summarize, both AI and the metaverse are tools that are transforming our daily lives and how we work. All in all, these technologies are still developing, and we don't yet know how far they will go. But one thing is clear: they are already making our world more connected, efficient, and innovative.



2. Find the suitable linking phrase that matches each definition.

1. You use this when introducing a specific instance to illustrate the point you are making. _____.
2. This phrase helps to express what usually or typically happens in most cases. _____.
3. You use this phrase to introduce a related point that might not be directly connected to the main topic. _____.
4. This phrase helps you explain something in a simpler way or restate it differently. _____.
5. Use this phrase to refer to something you expect the listener or reader is already aware of. _____.
6. Use this phrase to give a final comment that takes everything into account or gives a final judgment. _____.
7. This phrase is used to add more information to support or expand on what has already been mentioned. _____.
8. This phrase is used to briefly repeat the main ideas or conclusion after explaining a topic. _____.
9. Use this phrase to mention something in addition to the main point, often something secondary. _____.

3. Choose the correct linking phrase to complete each sentence.

1. _____, we have a strict deadline for this project, so we need to manage our time carefully.
2. We're facing tough competition in the market. _____, several new companies have entered this year alone.
3. The new strategy will increase profits. _____, it will help us reach new customers more effectively.
4. This report is quite technical. _____, it explains the sales trends over the past five years in simple terms.
5. _____, the meeting has been moved to 3:00 PM tomorrow, in case you hadn't heard.
6. _____ improving customer satisfaction, we also need to focus on cutting costs this quarter.
7. _____, this year's profits have improved, but we need to work on our expenses for next quarter.
8. _____, customers tend to prefer products that offer better value for money.
9. The presentation covered a lot of details about the new project. _____, the main point is that we need more resources to succeed.

1. Match each phrase / sentence (1-17) to the correct category (a, b, c or d) from the box below.

- 1. That's a good question.
- 2. I'm not convinced that ...
- 3. It's a lot less time-consuming because ...
- 4. Another useful feature is ...
- 5. I have a question, too.
- 6. It'll help you to / It'll enable you to ...
- 7. That's true, but ...
- 8. One of the problems is that ...
- 9. It'll let you / It'll make it easier to ...
- 10. Will it let me / allow me to ...?
- 11. The main benefit is ...
- 12. It's a lot more accurate
- 13. But wouldn't that ...?
- 14. The new system will be much ...
- 15. I'm sure you'll find it much ...
- 16. What happens if ...?
- 17. It might seem ..., but in fact ...

- a. explaining the features and benefits
- b. comparing services and systems
- c. expressing concerns
- d. handling concerns



2. Fill in the blanks with the correct phrases from the list below to create a meaningful conversation. Choose the phrase that best fits the context. Each blank has only one correct answer.

Phrases to use:

- that's true, but
- I'm not convinced that
- the main benefit is
- it might seem
- it's a lot more accurate
- will it let me
- it's a lot less time-consuming because
- it'll help you to
- one of the problems is that
- what happens if

Customer: I've heard good things about the new software, but I still have some concerns. 1. _____, it's really going to save us time.

Salesperson: I understand your concern. 2. _____ it's been designed to reduce the number of steps needed for most tasks.

Customer: 3. _____ know if the transition will be smooth?

Salesperson: 4. _____ simplify the process of managing your data automatically.

Customer: 5. _____ that this new system is perfect for our needs. Can you explain how it improves accuracy?

Salesperson: 6. _____ because it integrates real-time data checks, so you get fewer errors during entry.

Customer: 7. _____ the interface might be too complex for our team. They're not used to such detailed systems.

Salesperson: 8. _____ we offer full training, and most users adapt very quickly.

Customer: 9. _____ there's an issue with the system not responding?

Salesperson: 10. _____ it won't happen. The system has built-in redundancies to ensure it remains stable.

Customer: I understand, thank you very much!

3. Here are six scenarios. Write a sentence based on the context. You can use any of the phrases from exercise 1, so there will be more than one possible answer for each context.

Scenario 1:

You are explaining the benefits of a new software tool to a client. They ask how it improves efficiency.

(Explain the feature) _____.

Scenario 2:

During a team meeting, someone raises a concern about the complexity of the new system. You need to acknowledge their concern but reassure them that training will help.

(Handle the concern) _____.

Scenario 3:

A customer is interested in a product but is worried about how it integrates with their current system.

(Express the concern) _____.

Scenario 4:

You're presenting a service and want to emphasize a secondary benefit that hasn't been mentioned yet.

(Explain this additional feature) _____.

Scenario 5:

Your colleague is explaining a new project management tool, and you want to know if it will make handling multiple tasks easier.

(Express the concern) _____.

Scenario 6:

You're introducing a new system to your team. Someone mentions that it might not be reliable. You need to reassure them.

(Handle the concern) _____.



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Business Intermediate

Unit 4: Services and Systems

Homework – Answer Key

Exercise 1

- c. Picking useful and precise systems is crucial for achieving goals. **Paragraph 1.**
- a. Functional systems are key to protecting valuable information. **Paragraph 2.**
- d. Productive services help companies to complete tasks efficiently and without mistakes. **Paragraph 3.**
- f. Simple-to-use tools allow teams to focus on their work without confusion. **Paragraph 4.**
- b. Modern and top notch technology helps businesses stay competitive in evolving industries. **Paragraph 5.**
- e. Useful, precise, and trustworthy solutions make the workplace more productive. **Paragraph 6.**

Exercise 2

1. Businesses can use two-factor authentication and encryption to keep their information safe.
2. Well-designed systems allow businesses to run smoothly and protect them by monitoring and detecting problems in real time.
3. Automated software, like QuickBooks or Trello, helps businesses complete tasks faster by organizing work and automating calculations.
4. Easy-to-use tools save time because employees don't have to spend extra time learning how to use them, which helps them focus on their work.
5. Using old systems can lead to problems like slow performance and compatibility issues with other programs.
6. Modern technology, like AI tools, helps companies stay ahead by giving them up-to-date information on trends and performance.
7. Handy, accurate, and secure systems make business operations more productive and effective.
8. Tools like Slack and Zoom improve communication by making it faster and easier for employees to collaborate.

Exercise 3

1. **b. user-friendly** (only word that fits the context of an app being easy to navigate).
2. **a. up-to-date** (necessary for information to be current and relevant for business decisions).
3. **b. high-quality** (best fit for materials produced by a company, referring to superior standards).
4. **b. well-designed** (fits the context of a product being practical and visually appealing).
5. **a. handy** ("Handy" means something that is very useful and easy to carry, which makes it perfect for quick repairs. A screwdriver is a simple tool, and people use it easily, so we say it's handy. "User-friendly" is a word we usually use for things like computers, apps, or machines that people need to learn how to use. Since a screwdriver doesn't need any instructions or special knowledge, handy is the better word in this sentence).
6. **c. secure** (appropriate when discussing a connection that protects data).
7. **b. efficient** (refers to software that helps save time, making it the only fitting option).
8. **a. accurate** (applies to predictions that are precise and correct).

Exercise 1

1. c. As the world is changing rapidly, ...
2. e. Another service that is becoming more popular is online customer support.
3. d. In addition to AR and live chat, ...
4. a. Finally, AI-powered tools are transforming business services.
5. b. In conclusion, new systems and services like AR shopping, live chat, ...

Exercise 2

1. **True** – AR shopping allows customers to see how products, like furniture, look in their homes before making a purchase.
2. **False** – The text says that live chat systems allow for faster customer support compared to waiting for an email or phone call.
3. **True** – Cloud storage lets you access your files from anywhere, at any time, as mentioned in the text.
4. **False** – AI-powered tools not only help with customer support but also help businesses understand customer preferences by analyzing data.
5. **True** – Cloud-based systems help businesses avoid the need for expensive hardware in the office, as explained in the text.
6. **False** – AI chatbots provide customer support at any time, even outside business hours, according to the text.

Exercise 3

1. AR shopping makes it easier for you to see how products will look in your home.
2. Live chat systems allow you to get faster customer service responses.
3. Cloud storage lets you access important documents from anywhere, anytime.
4. AI tools help you to improve services by analyzing customer data.
5. AR shopping enables you to make better purchasing decisions.
6. Cloud systems make it easier for you to share files when working remotely.
7. AI-powered chatbots allow you to get help with customer queries outside business hours.
8. Using modern systems helps you to improve work efficiency.

Exercise 1

1. much
2. far
3. a lot
4. a bit
5. slightly
6. a lot
7. far
8. a little
9. a bit
10. much

Exercise 2

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

Exercise 3

1. The new car is *much / far / a lot* faster than the old one.
2. This room is *a bit / slightly / a little* more spacious than the last one.
3. The prices have gone up *much / far / a lot* more than expected.
4. The service is *a bit / slightly / a little* better in this restaurant.
5. The meeting lasted *much / far / a lot* longer than we thought.
6. The weather is *a bit / slightly / a little* warmer today than yesterday.
7. The new team member is *much / far / a lot* more experienced than the last one.
8. This project is *a bit / slightly / a little* more challenging than the previous one.
9. This product is *much / far / a lot* heavier than it looks.
10. The delivery was *a bit / slightly / a little* quicker than usual.

Exercise 1

- as you know (line 2)
- in other words (line 7)
- by the way (line 9)
- furthermore (line 12)
- for example (line 17)
- generally (line 17)
- aside from (line 18)
- to summarize (line 21)
- all in all (line 22)

Exercise 2

1. for example
2. generally
3. by the way
4. in other words
5. as you know
6. all in all
7. furthermore
8. to summarize
9. aside from

Exercise 3

1. **As you know** fits because the speaker assumes the listener is already aware of the deadline.
2. **For example** works best as it introduces a specific instance of competition in the market.
3. **Furthermore** is the correct choice as it adds extra information to the main point.
4. **In other words** is appropriate because it rephrases a technical explanation in simpler terms.
5. **By the way** fits here as it introduces extra information about the meeting that's not the main point of the conversation.
6. **Aside from** works because it mentions an additional focus beyond improving customer satisfaction.
7. **All in all** is used to give a final evaluation of the year's profits and overall performance.
8. **Generally** works best because it refers to a typical preference of customers.
9. **To summarize** is correct because it is used to give a brief conclusion after covering the details of the presentation.

Exercise 1

1. *That's a good question.* **d. handling concerns**
2. *I'm not convinced that ...* **c. expressing concerns**
3. *It's a lot less time-consuming because ...* **b. comparing services and systems**
4. *Another useful feature is ...* **a. explaining the features and benefits**
5. *I have a question, too.* **c. expressing concerns**
6. *It'll help you to / It'll enable you to ...* **a. explaining the features and benefits**
7. *That's true, but ...* **d. handling concerns**
8. *One of the problems is that ...* **b. comparing services and systems.**
9. *It'll let you / It'll make it easier to ...* **a. explaining the features and benefits**
10. *Will it let me / allow me to ...?* **c. expressing concerns**
11. *The main benefit is ...* **a. explaining the features and benefits**
12. *It's a lot more accurate* **b. comparing services and systems**
13. *But wouldn't that ...?* **c. expressing concerns**
14. *The new system will be much ...* **b. comparing services and systems**
15. *I'm sure you'll find it much ...* **d. handling concerns**
16. *What happens if ...?* **c. expressing concerns**
17. *It might seem ..., but in fact ...* **d. handling concerns**

Exercise 2

1. **I'm not convinced that** it's really going to save us time.
2. **It's a lot less time-consuming because** it's been designed to reduce the number of steps needed for most tasks.
3. **Will it let me** know if the transition will be smooth?
4. **It'll help you to** simplify the process of managing your data automatically.
5. **The main benefit is** that this new system is perfect for our needs.
6. **It's a lot more accurate** because it integrates real-time data checks, so you get fewer errors during entry.
7. **One of the problems is that** the interface might be too complex for our team.
8. **That's true, but** we offer full training, and most users adapt very quickly.
9. **What happens if** there's an issue with the system not responding?
10. **It might seem** complicated, but in fact it won't happen. The system has built-in redundancies to ensure it remains stable.

Exercise 3

1. **"It'll help you to** automate routine tasks, so your team can focus on more important work."
"It'll make it easier to manage your workflow and reduce manual errors."
2. **"That's true, but** we'll provide full training, and your team will adapt quickly."
"That's a good question. The system may seem complicated, but our training sessions will make it easier for everyone to use."
3. **"Will it let me** connect this with our existing CRM to avoid data duplication?"
"Will it allow me to integrate it with our current tools for a smoother workflow?"
4. **"Another useful feature is** that it integrates with mobile devices, so your team can work remotely."
"The main benefit is that it allows you to access it from anywhere, ensuring flexibility for your team."
5. **"Will it allow me to** track multiple tasks simultaneously without switching screens?"
"Will it let me manage multiple projects at once without slowing down performance?"
6. **"It might seem** unreliable at first, but in fact, it has built-in backup systems to prevent downtime."
"That's true, but the system is designed to handle errors efficiently, so there's no need to worry about reliability."