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Unit 20 — IT Slang: Part II

Reading: Solving a Customer's Server Problem

People often use funny slang and abbreviations in chats and other social situations. Typically, there is also a more relaxed attitude towards grammar as well. The following is a chat transcript between an account manager and a software engineer working at a web hosting company. They are troubleshooting a server problem that affects one of their customers.

Please note that you should not use slang with unfamiliar people. Using slang is not professional and can be taken badly by some people. You have been warned!

Account Manager: TIL that certain web page requests are taking forever to load on some of our servers. One client in particular is really pissed off.

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Thank you for your interest!

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Discussion Questions

Compare the job responsibilities of account managers and sysadmins.

What does 'sarcasm' mean? Which of these two people is being the most sarcastic?