



# Customer Service in English: Intermediate Vocabulary

83 words

ENGLISH	TRANSCRIPTION
<b>escalation</b>	/,ɛskə'leɪʃən/
<b>ticket</b>	/'tɪkɪt/
<b>case</b>	/keɪs/
<b>case number</b>	/keɪs 'nʌmbər/
<b>queue</b>	/kju:/
<b>priority</b>	/praɪ'ɔ:rəti/
<b>backlog</b>	/'bækɫɔ:g/
<b>follow-up</b>	/'fɔ:lʊs ʌp/
<b>confirmation</b>	/,kɑ:nfər'meɪʃən/
<b>acknowledgment</b>	/ək'na:ɪdʒmənt/
<b>response time</b>	/rɪ'spɑ:ns taɪm/
<b>resolution</b>	/,rɛzə'lu:ʃən/
<b>troubleshooting</b>	/'tru:bl̩,ʃu:tɪŋ/
<b>billing</b>	/'bɪlɪŋ/
<b>subscription</b>	/səb'skrɪpʃən/
<b>cancellation</b>	/,kænsə'leɪʃən/
<b>renewal</b>	/rɪ'nu:əl/
<b>upgrade</b>	/'ʌpgreɪd/
<b>downgrade</b>	/'daʊngreɪd/
<b>account verification</b>	/ə'kaʊnt ,verɪfɪ'keɪʃən/
<b>verification code</b>	/,verɪfɪ'keɪʃən kɔ:d/
<b>identity</b>	/aɪ'dentəti/
<b>authentication</b>	/'ɔ:θɛntɪ'keɪʃən/
<b>terms and conditions</b>	/tɜ:rmz ænd kən'dɪʃənz/

ENGLISH	TRANSCRIPTION
<b>refund policy</b>	/ˈriːfʌnd ˈpɑːləsi/
<b>refund processing</b>	/ˈriːfʌnd ˈprɑːsesɪŋ/
<b>chargeback</b>	/ˈtʃɑːrdʒbæk/
<b>dispute</b>	/dɪˈspjuːt/
<b>compensation</b>	/ˌkɑːmpənˈseɪʃən/
<b>goodwill</b>	/ˌɡʊdˈwɪl/
<b>courtesy</b>	/ˈkɜːrtəsi/
<b>service fee</b>	/ˈsɜːrvɪs fiː/
<b>restocking fee</b>	/riːˈstɑːkɪŋ fiː/
<b>return label</b>	/rɪˈtɜːrn ˈleɪbəl/
<b>replacement order</b>	/rɪˈpleɪsmənt ˈɔːrdər/
<b>shipping address</b>	/ˈʃɪpɪŋ əˈdres/
<b>delivery window</b>	/dɪˈlɪvəri ˈwɪndəʊ/
<b>estimated delivery</b>	/ˈestəˌmeɪtɪd dɪˈlɪvəri/
<b>out of stock</b>	/aʊt əv stɑːk/
<b>backorder</b>	/ˈbækˌɔːrdər/
<b>damaged</b>	/ˈdæmɪdʒd/
<b>defective</b>	/dɪˈfektɪv/
<b>missing item</b>	/ˈmɪsɪŋ ˈaɪtəm/
<b>wrong item</b>	/rɔːŋ ˈaɪtəm/
<b>return window</b>	/rɪˈtɜːrn ˈwɪndəʊ/
<b>callback</b>	/ˈkɔːlbæk/
<b>transfer</b>	/trænsˈfɜːr/
<b>on hold</b>	/ɑːn hoʊld/
<b>live chat</b>	/laɪv tʃæt/
<b>knowledge base</b>	/ˈnɑːlɪdʒ beɪs/
<b>self-service</b>	/ˌselfˈsɜːrvɪs/

ENGLISH	TRANSCRIPTION
escalation path	/,ɛskə'leɪʃən pæθ/
satisfaction rating	/,sætɪs'fækʃən 'reɪtɪŋ/
survey link	/'sɜːrveɪ lɪŋk/
complaint handling	/kəm'pleɪnt 'hændlɪŋ/
response template	/rɪ'spɑːns 'tɛmplət/
case notes	/keɪs nəʊts/
escalation to supervisor	/,ɛskə'leɪʃən tə 'suːpər,vayzər/
service level	/'sɜːrvɪs 'levəl/
service level agreement	/'sɜːrvɪs 'levəl ə'grɪ:mənt/
resolution time	/,rɛzə'luːʃən taɪm/
apology	/ə'pɒ:lədʒi/
inconvenience	/,ɪnkən'viːniəns/
update request	/ʌp'deɪt rɪ'kwest/
account holder	/ə'kaʊnt 'hoʊldər/
user ID	/'juːzər aɪ'diː/
password reset	/'pæsɹwɜːrd rɪ'set/
verification question	/,vɛrɪfɪ'keɪʃən 'kwɛstʃən/
escalation ticket	/,ɛskə'leɪʃən 'tɪkɪt/
case owner	/keɪs 'oʊnər/
client record	/'klaɪənt 'rɛkərd/
service request	/'sɜːrvɪs rɪ'kwest/
issue status	/'ɪʃuː 'steɪtəs/
order confirmation	/'ɔːrdər ,kɑːnfər'meɪʃən/
partial refund	/'pɑːrʃəl 'riːflʌnd/
replacement policy	/rɪ'pleɪsmənt 'pɑːləsi/
coverage	/'kʌvərɪdʒ/
eligibility	/,ɛlɪdʒə'bɪləti/

ENGLISH	TRANSCRIPTION
<b>proof of purchase</b>	/pru:f əv 'pɜ:rtʃəs/
<b>shipping carrier</b>	/'ʃɪpɪŋ 'kæriə/
<b>delivery exception</b>	/dɪ'livəri ɪk'sɛpʃən/
<b>escalation queue</b>	/,ɛskə'leɪʃən kju:/
<b>handoff</b>	/'hændɔ:f/

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