

Phrasal verbs para servicio al cliente

Expresiones para recibir solicitudes, investigar problemas, explicar pasos, escalar casos y reconstruir la confianza del cliente.

20

usos contextuales

5

subtemas

15

conexiones

Ruta de aprendizaje

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Escanea para abrir la lista web, consultar los otros significados de cada expresión y practicar con el quiz de 12 preguntas.

01 · Contacto inicial

4 expresiones para este momento o función.

call in

llamar para solicitar ayuda

- 1 Several customers called in after the service interruption.
 - 2 A customer called in to change the delivery address.
- Conexión: 2 contextos · 2 sentidos

reach out

ponerse en contacto

- 1 The customer reached out through the support portal.
 - 2 We reached out before the customer had to contact us again.
- Conexión: 5 contextos · 2 sentidos

get through

lograr comunicarse

- 1 She got through to an agent in less than two minutes.
 - 2 The caller could not get through during the brief network outage.
- Conexión: 2 contextos · 2 sentidos

log in

iniciar sesión

- 1 Ask the customer to log in before checking the account settings.
 - 2 The customer logged in successfully after resetting the password.
- Conexión: 3 contextos · 1 sentido

02 · Diagnóstico

4 expresiones para este momento o función.

find out

averiguar

- 1 The agent found out when the error first appeared.
- 2 We found out that the parcel had been sent to the old address.

Conexión: 4 contextos · 1 sentidos

narrow down

reducir las posibles causas

- 1 We narrowed the issue down to one browser extension.
- 2 The error code narrowed the problem down to the payment step.

Conexión: 3 contextos · 3 sentidos

walk through

guiar paso a paso

- 1 Could you walk me through what happens after you press pay?
- 2 The specialist walked the user through the privacy settings.

Conexión: 4 contextos · 2 sentidos

look into

investigar

- 1 Our billing team is looking into the duplicate charge.
- 2 We will look into why the refund has not appeared yet.

Conexión: 7 contextos · 1 sentidos

03 · Resolución

4 expresiones para este momento o función.

sort out

resolver

- 1 The specialist sorted the delivery problem out that afternoon.
- 2 One agent sorted the account-access issue out during the call.

Conexión: 5 contextos · 2 sentidos

deal with

gestionar

- 1 A senior agent dealt with the damaged-order complaint.
- 2 The returns team deals with damaged products every morning.

Conexión: 2 contextos · 1 sentidos

make up for

compensar

- 1 We extended the subscription to make up for the downtime.
- 2 A priority replacement made up for the missed delivery window.

clear up

aclarar o resolver

- 1 The agent cleared the confusion up with one concise explanation.
- 2 The revised invoice cleared the pricing question up.

Conexión: 2 contextos · 2 sentidos

04 · Escalación y seguimiento

4 expresiones para este momento o función.

hand over

transferir un caso

- 1 The first-line agent handed the case over to payments.
- 2 Support handed the technical case over with complete notes.

Conexión: 10 contextos · 6 sentidos

pass on

transmitir información

- 1 Please pass the tracking details on to the customer.
- 2 I passed the customer's preferred callback time on to the next team.

Conexión: 2 contextos · 2 sentidos

get back to

responder posteriormente

- 1 I will get back to you as soon as engineering replies.
- 2 The agent got back to the customer with a confirmed collection date.

follow up

dar seguimiento

- 1 Support followed up two days after the replacement arrived.
- 2 We followed up to confirm that the new device was working.

Conexión: 9 contextos · 2 sentidos

05 · Cierre y recuperación

4 expresiones para este momento o función.

close out

cerrar formalmente

- 1 The agent closed the ticket out after confirming the fix.
- 2 Do not close the case out until the customer confirms the outcome.

check back

volver a comprobar

- 1 Check back with the customer tomorrow morning.
- 2 I will check back once the status page shows the service as stable.

calm down

tranquilizarse

- 1 The caller calmed down once the agent explained the next step.
- 2 The customer calmed down when we acknowledged the delay directly.

win back

recuperar la confianza

- 1 A transparent response helped the company win the customer back.
- 2 A fair resolution won a long-standing customer back.

Conexión: 2 contextos · 2 sentidos

Práctica transversal

Doce preguntas distribuidas entre todos los subtemas. Responde sin mirar la lista; después compara con las soluciones.

1. ¿Qué expresión significa **llamar para solicitar ayuda**?
A. get through B. log in C. reach out D. call in
2. Explica en español qué significa **find out** en esta frase:
The agent found out when the error first appeared.
3. Escribe el phrasal verb que significa **resolver** en resolución.
4. ¿Qué expresión significa **transferir un caso**?
A. hand over B. follow up C. get back to D. pass on
5. Explica en español qué significa **close out** en esta frase:
Do not close the case out until the customer confirms the outcome.
6. Escribe el phrasal verb que significa **ponerse en contacto** en contacto inicial.
7. ¿Qué expresión significa **reducir las posibles causas**?
A. walk through B. narrow down C. find out D. look into
8. Explica en español qué significa **deal with** en esta frase:
A senior agent dealt with the damaged-order complaint.
9. Escribe el phrasal verb que significa **transmitir información** en escalación y seguimiento.
10. ¿Qué expresión significa **volver a comprobar**?
A. close out B. win back C. check back D. calm down
11. Explica en español qué significa **get through** en esta frase:
The caller could not get through during the brief network outage.
12. Escribe el phrasal verb que significa **guiar paso a paso** en diagnóstico.

Soluciones: 1. call in · 2. averiguar · 3. sort out · 4. hand over · 5. cerrar formalmente · 6. reach out · 7. narrow down · 8. gestionar · 9. pass on · 10. check back · 11. lograr comunicarse · 12. walk through