Hỗ trợ kỹ thuật: technical support

# từ vựng

## Từ mới

Active listening: nghe chu dong

Acknowledgment letter: thu ghi nhan

Authentic: chan than

Block hours: dat gio ho tro

Break and fix support: ho tro sua chua

Complex: phuc tap

Complexity: tinh phuc tap

Comprehensive: toan dien

Managed service provider: nha cung cap dich vu ho tro thue ngoai

Diagnostic software: phan mem chan doan

Dedicated: danh rieng

Empathize: dong cam\

Ampathy: su dong cam

Expertise: chuyen mon

Follow-up call: cuoc goi kiem tra

Guarantee: dam bao, bao hanh

Helpdesk technician: nhan vien ho tro

Infrastructure: co so ha tang

In-house: noi bo

Letter of resolution: thu xac nhan giai quyet phan nan

Live chat:

Monitor:

Multi-level support

On-site support: ho tro tan noi

On-site technician: nhan vien ho tro truc tiep

Operational: hoat dong

Outsource:

Peace of mind: thanh than tam tri

Policy

Procedure

Professional

Resolution

Resolution time

Reassure: dam bao

Safeguard: bao be

Satisfaction: su hai long

Technical support

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## Tu noi

# ngữ pháp