

Asking the Right Questions



By Will Reily

Assessing the Ticket

- ❑ The ticket *should* provide the majority of the information needed to complete the task.
- ❑ Asking for more information may become necessary if the ticket...
 - 1) Provides too little information
 - 2) Presents a situation in which you know that you cannot fix the issue yourself
- ❑ Most issues encountered will easily be fixed without much outside questioning, however, the issues requiring questioning are more often than not the more important issues.

Lack of information

- ❑ **Frequently, tickets provide miniscule amounts of necessary information.**
- ❑ **Example; “Computer won't turn on :(“**
- ❑ **These situations require you to think from their point of view and assume that the customer understands less than you do regarding technology.**
- ❑ **Example; Think to yourself. “Is the Pc on, but the monitor off.” “Is the Pc actually plugged in?” “Does he or she really just have a printer issue, but typed this because of habit?”**

Speaking With the Customer

□ **Causing as little additional distress to the customer can have an impact on how he or she aids you in solving the issue.**

- 1) Come in quietly and wait for the customer to have a chance to speak with you.
- 2) Politely address them and ask if they would mind showing you the issue.

□ **Asking the customer to show you the issue can often solve many problems with ease.**

□ **Noticing an error in the way in which the customer uses the technology or a flaw in the device itself become apparent this way.**

Next Steps

- ❑ **If this does not provide the information needed, ask the customer a few questions.**
- ❑ **Ask politely and clearly, remembering to use *basic* technical terms.**
- ❑ **Grasp the possible technical issues in your mind and ask questions that will assist in precisely evaluating the issue.**

Examples

“When does this occur?”

“Have any changes occurred recently?”

...And my favorite...

“Have you tried turning it off and on again?”

Seeking Tier Two Assistance

- ❑ **When the issue requires more than your knowledge...**
- ❑ **Consult someone that you think may have faced the issue prior**
- ❑ **A media specialist**
- ❑ **An ET Tech**
- ❑ **Even possibly a customer that already faced the issue**

Next Steps

- **Consult this person with your technical knowledge of the issue**
- **This final step ensures that if you can not fix the issue, then someone who can fix it knows about it.**
- **The last person who is finally able to fix the issue can then report back to you how to fix the issue for the future.**