Asking the Right Questions

By Will Reily

VLC Media Player has encountered a problem with Windows.
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.