

IT Essentials 5.0

7.7.2.3 Worksheet – Gather Information from the Customer

In this worksheet, you will act as a call center technician and come up with closed-ended and open-ended questions to ask a customer about a laptop problem.

A customer complains that the network connection on the laptop is intermittent. The customer states that they are using a wireless PC card for network connectivity. The customer believes that the laptop may be too far from the wireless access point; however, he does not know where the wireless access point is located.

As a technician, you need to be able to ask questions that will be recorded on a work order. In the table below, record closed-ended question and open-ended question that you would ask a customer.

Closed-end Questions	Open-ended Questions