**Proving Questions:**

probing questions are used to gather detailed information about a technical issue a user is experiencing. These questions help the support agent understand the problem more clearly and identify the root cause. Here are some examples of probing questions in tech support:

1. Can you describe the issue you’re experiencing?
2. When did this problem start occurring?
3. Have you encountered this issue before?
4. What were you doing when the issue occurred?
5. Have you made any recent changes to your system or software?
6. Is there an error message? If so, what does it say?
7. Can you replicate the issue? If yes, how?
8. What steps have you already taken to try to resolve the issue?
9. Is this problem affecting other systems or applications?
10. Can you provide a screenshot or log of the error?

**Out of Scope Scenarios for Helpdesk Level I**

An “out of scope” scenario refers to issues or requests that fall outside the responsibilities or expertise of Level I Help Desk Technician. These scenarios typically require escalation to higher-level support or specialized teams (Level II):

1. **Network Infrastructure Issues**: Problems related to network hardware, such as routers, switches, or firewalls, typically require specialized knowledge and are handled by network administrators or higher-level support.
2. **Server Management**: Tasks involving server configuration, maintenance, or troubleshooting are usually beyond the scope of Level I support and are escalated to server administrators or Level 2/3 support.
3. **Advanced Software Configuration**: Complex software setups, custom configurations, or issues with enterprise applications often need the expertise of specialized teams or higher-level support.
4. **Security Incidents**: Handling security breaches, malware infections, or any cybersecurity-related issues generally falls under the purview of dedicated security teams.
5. **Hardware Repairs**: Physical repairs or replacements of hardware components are typically managed by hardware technicians or external vendors.
6. **Database Management**: Issues related to database performance, configuration, or data integrity are usually escalated to database administrators.
7. **Policy and Compliance Issues**: Questions or problems related to IT policies, compliance, or regulatory requirements are often addressed by IT managers or compliance officers.
8. **Custom Development Requests**: Requests for custom software development or significant modifications to existing applications are usually handled by development teams.
9. **Vendor-Specific Support**: Issues that require direct intervention from third-party vendors or manufacturers are escalated to those external parties.
10. **Strategic IT Planning**: Long-term IT strategy, planning, and decision-making are typically the responsibility of senior IT leadership and not within the scope of Level 1 support.