**ECPI University Rafat Khandaker 09/14/18**

Unit 3 Guided Practice: Open-ended and Close-ended Questioning Techniques

**Scenario 1:**

**“My PC is frozen. I do not know what I did wrong. The display is locked. Nothing I try does any good. I press keys on the keyboard, and nothing happens. The mouse pointer will not move either.”**

*Open-Ended*

1. **Hello, I will be assisting with your technical problem. How can I help you today?**
2. What were you doing right before this situation occurred?
3. Did you notice any other issues with your computer before this happened?
4. Can you describe to me what you see on your screen?
5. Is there anyone else, near you, that is having a similar issue?

*Closed-Ended*

1. Do you hear any heavy background noise coming from your computer, like fan working harder than usual?
2. Do you see any lights flickering from your cd or storage lights on your computer?
3. **Sometimes, an outside network request from an application or service can cause computers to slow-down or crash**. Do you every notice or hear noise from network traffic, like static coming from your network cables, when your computer freeze?
4. **When your computer is processing heavy network traffic, it will display symptoms like flickering yellow lights, indicating that your computer is either processing or dropping heavy network traffic**. Do you see any lights flickering, coming from your network interface card, **located on your ethernet port**?
5. Have you made any changes lately or installed any new software?

**Scenario 2:**

**“I cannot access the Internet. My email app does not work. Neither does my search engine. Do you think the internet is down?”**

*Open-Ended*

1. **Can you please explain to me, with the best of your ability, how this situation occurred?**
2. **Can you describe the most recent changes that occurred before this incident?**
3. **I would like for you to navigate to your control panel and open up your network connection settings.** What do you see when you open your network connection manager?
4. What do you see when you run Ipconfig from your command prompt?
5. **Using a special built-in tool within your operating system, I would like to test your connection. Please open a command prompt and enter the following commands**. Can you tell me the output of your arp cache by running **arp –d** than **arp –a**?

*Closed-Ended*

1. **Let’s start by making sure the basics of our connection is intact**. Is your ethernet wire connected, **securely to your ethernet port**?
2. **If your ethernet port is connected properly on your computer you should see flickering green lights until it becomes stable.** Do you see lights flashing on your Network Interface card?
3. **In order to make sure we can connect to your router from your work station, I would like to make sure we can ping the router. Lets go ahead and find the default configuration from your IP settings. If you can see the IP address of your default gateway,** Can you please ping your default gateway? **Is it pinging successfully?**
4. Can you ping google.com?
5. **Most operating systems have a built-in network tool that will allow us to detect where the network node is failing. Let us open a command prompt and enter the following command.** Can you run traceroute or tracert (on windows) to google.com ?

**Scenario 3:**

**“My tablet PC is getting slower and slower. If it gets any slower I may have to go to the store and purchase a newer model.”**

*Open-Ended*

1. How long have you had this tablet & when did it start showing problems?
2. Describe to me what you mean by “slow-down” & when does this “slow-down” occur?
3. Is there any new applications being installed into your device that can cause this issue or do you let anyone else use your device?
4. What operating system is the tablet using?
5. To assist you further can you please look into the applications installed from your battery settings (in android) and see the running applications? Or Task manager on windows pc or app settings in apple?

*Closed-Ended*

1. Do you notice your battery draining faster than normal?
2. Are you running your device on high-performance?
3. Do you notice your device becoming very hot at times?
4. Do you get any frequent error messages or application crashing?
5. Do you play a lot of games or often download large files from the internet?