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Troubleshooting Questions for Help Desk Agents

Purpose

The purpose of troubleshooting questions is to help identify, isolate, and resolve a problem in the most efficient way possible.

Initial Information Gathering

- What is the exact issue you are experiencing?
- When did the problem first occur?
- Have there been any recent changes to your system or software?

Reproducing the Issue

- Can you please describe the steps taken leading up to the issue?
- Are you able to replicate the problem consistently? If so, can you demonstrate it?

Environmental Check

- What operating system and software version are you using?
- Are there any specific error messages or codes displayed?

Basic Troubleshooting Steps

- Have you tried restarting the application or device?
- Have you checked to see if there are available updates for your software?

Isolating the Issue

- Does the issue occur with all users or just your account?

Conclusion

: A well-structured document of troubleshooting questions is essential for help desk agents to effectively identify issues. Below are sample categories and questions based on standard troubleshooting procedures.

Reference

CompTia. (2022) Troubleshooting methodology.
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