IF

* only the customer knows the answer
* the team members can’t help you

HOW

* Have a hypothesis:  
  *My best guess is that [your suspicion]. It seems that [your guess]. To troubleshoot the problem, could you check [whatever needs checking]?*
* Have a goal:   
  *If the value is [default value], could you set it to [correct value] and run the same piece of code for a test?*
* Use the customer’s vocabulary:   
  *According to the requirements on your side, what would be the type of the service tier?*
* Keep the questions relevant:   
  *Could you check if the following code is present in the representation of the [project name].csproj file?*
* If we are going to collect info, give no extra info to the customer

WHERE

* At the end of the message.
* At the logical end of the section dedicated to an issue.