TROUBLESHOOTING QUESTIONS

Questions

1. Can you describe exactly what the problem is?

2. When did the problem start?

3. Has this issue happened before?

4. Are you the only one experiencing this issue?

5. What device are you using (PC/laptop/tablet)?

6. Have you restarted your device?

7. Are you connected to the company network/Wi-Fi?

8. Have you received any error messages? If yes, what do they say?

9. What were you doing when the problem occurred?

10. Have you tried any solutions already?