**15 Clarifying Questions For Customer Service**

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| # | 15 Examples of Clarifying Questions |
| 1 | “How Can I Help You Today?” |
| 2 | “Which Feature of the Product is Causing You Trouble?” |
| 3 | “How Has the Situation Impacted You?” |
| 4 | “What Were Your Main Attractions to Product X?” |
| 5 | “What Would Make You Consider Using Our Product Again?” |
| 6 | “When Did the Issue First Arise?” |
| 7 | “What Steps Have You Already Taken to Try and Resolve the Issue?” |
| 8 | “What Happened When You Tried to…?” |
| 9 | “Could You Tell Me How it Looks/Smells/Sounds?” |
| 10 | “You Mentioned… Could You Let Me Know a Little More About That, Please?” |
| 11 | “Have I Understood Everything Correctly?” |
| 12 | “The Contact Number That We Have For You is X, is That Correct?” |
| 13 | “Would You Like Me to Call You Back in Five Minutes?” |
| 14 | “Are You Happy With What You’ve Heard so Far?” |
| 15 | “Is There Anything Else That I Can Help You With Today?” |