**A close-up of a logo

Description automatically generated15 Examples of Probing Questions for Customer Service**

|  |  |
| --- | --- |
| # | Probing Question Example |
| 1 | “You mentioned [insert issue here]. Could you tell me a little bit more about that, please?” |
| 2 | “Has this happened before?” |
| 3 | “Just to make sure that I fully understand the problem, could you give me an example of what you mean by…?” |
| 4 | “How did you feel about that?” |
| 5 | “Is this issue with your [insert item/ service] causing other problems?” |
| 6 | “When did this situation begin?” |
| 7 | “Just to make sure I’m not missing anything, can you please tell me what you were doing when the issue first began?” |
| 8 | “Could you tell me how it looks/sounds?” |
| 9 | “Have you tried to fix this yourself before contacting us?” |
| 10 | “What difficulties did you run into when you tried to…?” |
| 11 | “What do you want to get out of this call today?” |
| 12 | “What impact has this had on your…?” |
| 13 | “How long have you been thinking about this?” |
| 14 | “Is there a timeframe that you’d like us to work within?” |
| 15 | “Do you have any worries or concerns about doing [insert solution]?” |