**15 Examples of TED Questions For Customer Service**

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| # | Examples of TED Questions |
| 1 | “Tell Me More About…” |
| 2 | “Tell Me, Has This Happened Before?” |
| 3 | “Tell Me, When Did You First Become Aware of the Issue.” |
| 4 | “Explain to Me, is This Problem Causing Other Issues?” |
| 5 | “Tell Me, When Do You Need us to Resolve the Issue?” |
| 6 | “Explain to Me What You Were Doing When the Issue First Began?” |
| 7 | “Explain How it Looks/Sounds/Feels.” |
| 8 | “Explain to Me the Steps You’ve Taken to Try and Resolve the Problem.” |
| 9 | “Explain the Difficulties You Ran Into When You Tried to…” |
| 10 | “Explain to Me, Which Features of Our Service Do You Like Most?” |
| 11 | “Describe What Happens When You Try to…” |
| 12 | “Describe How You Felt When…” |
| 13 | “Describe What You Currently See in Front of You.” |
| 14 | “Describe Your Main Motivation For Calling.” |
| 15 | “Describe Your Ideal Outcome.” |