Lab – Gather Information from the Customer (Instructor Version)

**Instructor Note**: Red font color or gray highlights indicate text that appears in the instructor copy only.

In this lab, you will act as a call center technician and create closed-ended and open-ended questions to ask a customer about a laptop problem.

A customer complains that the network connection on the laptop is intermittent. The customer states that they are using a wireless PC card for network connectivity. The customer believes that the laptop may be too far from the wireless access point; however, he does not know where the wireless access point is located.

As a technician, you need to be able to ask questions that will be recorded on a work order. In the table below, record closed-ended questions and open-ended questions that you would ask a customer.

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| Closed-end Questions | Open-ended Questions |
| How long has the network connection been malfunctioning? | What are the problems that you are experiencing with the laptop? |
| What is the manufacturer and model of the laptop? | What system changes have you made on the laptop recently? |
| Which operating system is installed on the laptop? | What were you doing when the problem occurred? |
| Have you installed any new drivers or updates recently? | What new drivers or updates have you installed recently? |
| Does your laptop have a wireless network connection? | Explain how to reproduce the problem or error for me now. |
| Please open your wireless network connection status window and tell me the connection information. |  |

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