**A close-up of a logo

Description automatically generated20 Open Questions for Customer Service**

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| # | Open Question Example |
| 1 | "Tell me more about the issue you're experiencing?" |
| 2 | "Explain what you were trying to accomplish when you encountered this problem." |
| 3 | "Describe what happened when you first noticed the issue with your account." |
| 4 | "How has this problem/issue been affecting you?" |
| 5 | "What are your main concerns regarding this issue?" |
| 6 | "What have you already tried to resolve this issue?" |
| 7 | "What specific aspects of our product or service have you found unsatisfactory?" |
| 8 | "When did you first notice this problem?" |
| 9 | "What would an ideal resolution be from your perspective?" |
| 10 | "What else can I help you with today?" |
| 11 | "What questions do you still have about what we've covered?" |
| 12 | "What other products or services of ours are you interested in learning more about?" |
| 13 | "What questions do you have about our products or services?" |
| 14 | "How do you feel about the solution we've discussed?" |
| 15 | "How can we improve our service in the future?" |
| 16 | "How likely are you to recommend our service to others, and why?" |
| 17 | "What aspects of our service do you find most valuable?" |
| 18 | "How well are we meeting your current needs?" |
| 19 | "What additional features or services would you like to see from us?" |
| 20 | "What factors would influence your decision to renew your contract or subscription?" |