AS30

Symptoms, Questions, Solutions

Name _____   Date

Symptoms Log:

1. Compile a series of questions that you could ask to **provide details about the client's PC problems**
Consider a likely cause, the questions you would ask and actions needed to find that answer

	Possible problem	Your question	Their Actions
1			
2			
3			
4			
5			
6			
7			
8			

Refine your questions so that even a novice user could answer them.