


# 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.