# **Customer Support Interview Questions**



- How would you define customer support?
- What are the tools that would be helpful to you in identifying problems and solving them?
- How would you describe your personal customer support strategy?
- 4. What might be a reasonable amount of time you'd expect to be on a customer call? At what point would you ask for help from a team member or superior?
- S. What is the difference between good and great customer support?
- 6. What do you do in a situation where you don't know the answer to a customer's question?
- Tell us about a time when you assisted a customer to resolve a particularly difficult issue.
- 8. What do you do when your customer points out an issue with any product or service?
- Which is more important: an excellent product or friendly customer support?
- 10. Would you consider yourself a team player?

- 11. Can you describe a past experience you have had as part of a high functioning team? What did you learn from that experience?
- 12. Tell us about a time you assisted a difficult customer.
  How did you navigate that interaction?
- 13. How can you utilize customer feedback to ensure business excellence?
- 14. Tell us about a time you received excellent customer support as a customer. What did you learn from that experience that influences how you interact with your own customers?
- 15. What customer support tools are you familiar with and comfortable using?
- Tell us about a time you helped a previous employer increase revenue.
- 17. How do you prioritize tasks while scheduling your work?
- 18. How well do you work under high-pressure or tense customer oriented situations?

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**AN Whitehead** 

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