**Elaborative Questions:**

* What do you need us to do to fix or minimize the problem?
* How so?
* Tell me more...
* What is your ideal outcome?
* can the customer use another product?
* What are your current pain points?  what headaches keep popping up in your role?
* Tell me more about your goal and how not hitting it is impacting you now.
* Explain to me exactly what the situation is.
* Can you provide more information?
* What do you expect as an optimal result?
* What other options should we explore?
* What is your annual usage going to be going forward. We offer a Stocking Program. Would you like additional information?

**Evaluative Questions?**

* How would you like to see this resolved?
* What is the latest day we can get this to you to meet your requirement?
* Are you satisfied with our service and if not how can we improve?
* When, how much, where.  Ideally.....
* In what ways can we...?
* Moving forward what changes would you like to see?
* What can I do for you on my end to resolve this issue?