



## **Sample agent guidelines**

- Corel Other

These are guidelines that this section might contain to help agents solve tickets. You can adapt the article to your support workflows or delete it.

### **Is the question answered in the knowledge base?**

Check the knowledge base for answers to most common questions.

### **Has somebody answered this question before?**

It's possible that somebody solved the same issue in the past. Search past tickets or community discussions for a solution.

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