Technical questions:

How have you used SQL in your previous roles? Tell me about how using SQL queries have aided in troubleshooting.

What are three skills which you possess that you believe are imperative to someone in software support?

What type of CRM systems have you used? How many customers and/or requests per day are you used to managing?

Behavioral/performance questions:

Tell me about a time when a deadline or expected delivery slipped and how you handled it with the client.

Tell me about a time when you had to deliver bad news to a client. How did you prepare for the discussion? What might you have done differently?

What methods do you use for staying organized and tracking items for follow-up?

What is your method for approaching and evaluating a problem?