



**Free Questions for *SVC-19A* by *certsinside***

**Shared by *Hernandez* on *07-06-2022***

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## Question 1

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**Question Type: MultipleChoice**

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Select the best response to the following customer statement:

"My iPhone sparked when I tried to sync it."

### Options:

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- A) Sounds like you have a damaged sync cable. If the cable is damaged sparking can happen.
- B) I want to make sure we get a complete history of this issue. May I ask some specific troubleshooting questions?
- C) Are you sure you know how to sync an iPhone to a computer properly?
- D) All electronics can make sparks, you must be experiencing static electricity.

### Answer:

---

B

## Question 2

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**Question Type: MultipleChoice**

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Please refer to the following information to answer the questions on the right.

Hannah recently picked up her iMac after a repair. The sound from the speakers was distorted and unclear and a technician determined that a repair would resolve the issue.

Once Hannah returned home with the iMac, the sound issue occurred again.

Hannah has returned. She is angry and she is cursing at the technician.

Which of the five conflict resolution steps is missing in the following response to Hannah?

{Calmly} "Your shouting is very distracting and I want to focus on helping you. If you explain your issue more quietly I will do my best to find a resolution."

### Options:

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- A) Try to find a way to say "You're right."
- B) Try to find a way to show sympathy and correct the customer.
- C) Describe how the customer is incorrect about the specific issue.
- D) Propose an approach that refocuses the discussion.
- E) Stay calm.

### Answer:

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D

## Question 3

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**Question Type:** MultipleChoice

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How would you define a "positive no" to a co-worker?

**Options:**

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- A) Lead with a positive then switch to a negative, such as, "Definitely not."
- B) It's leading with "no" and not engaging in any further conversation with the customer.
- C) It is a way to correct a customer by informing them of what you can do.
- D) You say no with a positive voice inflection.

**Answer:**

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C

## Question 4

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**Question Type: MultipleChoice**

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When would a technician need to use a positive 'no' with a customer? (Choose three.)

**Options:**

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- A) The device is out of warranty.
- B) The technician does not feel like helping the customer.
- C) The customer wants to purchase a new device.
- D) The customer is misinformed about service options.
- E) The device is an obsolete device that we no longer service.
- F) The device is eligible for repair.
- G) Apple introduces new product.

**Answer:**

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A, D, E

## Question 5

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**Question Type: MultipleChoice**

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When would a technician need to use a positive 'no' with a customer? (Choose three.)

**Options:**

---

- A) The device is out of warranty.
- B) The technician does not feel like helping the customer.
- C) The customer wants to purchase a new device.
- D) The customer is misinformed about service options.
- E) The device is an obsolete device that we no longer service.
- F) The device is eligible for repair.
- G) Apple introduces new product.

**Answer:**

---

A, D, E

## Question 6

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**Question Type:** MultipleChoice

---

Please refer to the following information to answer the questions on the right.

Hannah recently picked up her iMac after a repair. The sound from the speakers was distorted and unclear and a technician determined that a repair would resolve the issue.

Once Hannah returned home with the iMac, the sound issue occurred again.

Hannah has returned. She is angry and she is cursing at the technician.

Which of the five conflict resolution steps is missing in the following response to Hannah?

{Calmly} "Your shouting is very distracting and I want to focus on helping you. If you explain your issue more quietly I will do my best to find a resolution."

**Options:**

---

- A) Try to find a way to say "You're right."
- B) Try to find a way to show sympathy and correct the customer.
- C) Describe how the customer is incorrect about the specific issue.
- D) Propose an approach that refocuses the discussion.
- E) Stay calm.

**Answer:**

---

D

## Question 7

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**Question Type:** MultipleChoice

---

How would you define a "positive no" to a co-worker?

**Options:**

---

- A) Lead with a positive then switch to a negative, such as, "Definitely not."
- B) It's leading with "no" and not engaging in any further conversation with the customer.
- C) It is a way to correct a customer by informing them of what you can do.
- D) You say no with a positive voice inflection.

**Answer:**

---

C

## Question 8

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**Question Type: MultipleChoice**

---

Select the best response to the following customer statement:

"My iPhone sparked when I tried to sync it."

**Options:**

---

- A) Sounds like you have a damaged sync cable. If the cable is damaged sparking can happen.
- B) I want to make sure we get a complete history of this issue. May I ask some specific troubleshooting questions?
- C) Are you sure you know how to sync an iPhone to a computer properly?
- D) All electronics can make sparks, you must be experiencing static electricity.

**Answer:**

---

B

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