



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

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Question 1

Question Type: MultipleChoice

Select the statement that appropriately sets customer expectations when fixing an issue.

Options:

- A- 'Repairing this component is easy. We never fail to do it in less than four hours.'
- B- 'I promise to have the product ready by midday tomorrow.'
- C- 'We currently do not have that part in stock. I can call you as soon as the part arrives.'
- D- 'Our courier always delivers on time.'

Answer:

C

Question 2

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 3

Question Type: MultipleChoice

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 4

Question Type: MultipleChoice

Which of the following statements empathize with the customer or helps resolve a conflict? (Choose three.)

Options:

- A- 'Calm down. You are being ridiculous.'
- B- 'These devices are expensive, I cannot change that.'
- C- 'Please control yourself. That is not how it works.'
- D- 'I'm sorry to hear that.'
- E- 'I can understand why you are upset.'
- F- 'It is not possible to repair it by Monday.'
- G- 'You are right. I would be frustrated as well.'

Answer:

D, E, G

Question 5

Question Type: MultipleChoice

You suspect that the issue Darla describes is a result of how she is using her iPhone. Which of the following is an empathetic and supportive closed question to ask?

Options:

- A- Why didn't you review the iPhone User Guide before you tried to use your phone?
- B- Do you realize how you are using the iPhone is causing your issue?
- C- That is not the correct way of using the iPhone; do you need a demonstration?
- D- Do you mind if I show you a couple of ways I learned to use the iPhone?

Answer:

D

Question 6

Question Type: DragDrop

Drag the customer statement to its ideal response.

To make a correction, drag the statement you want to use on top of the statement you want to replace.

Answer Area

Statement	Response
<p>Answer: "I am looking for a new printer."</p>	<p>"What were you doing with your iPad when you last used it?"</p>
<p>Question Type: DragDrop "I require a very fast computer."</p>	<p>"What type of experience have you had with computers?"</p>
<p>"My iPad will not power on."</p>	<p>"What types of things are you going to be printing?"</p>
<p>"I have never used a Mac."</p>	<p>"What types of things do you do on the computer?"</p>

Question 7

Question Type: DragDrop

Drag the statement to its corresponding customer experience skill.

To make a correction, drag the statement you want to use on top of the statement you want to replace.

Answer Area

Statement
Answer:

Skill

Question 8

Question Type: MultipleChoice

"I am sorry to hear that."

Reflecting a customer's concerns

Which of the following is an important factor when beginning to troubleshoot a customer issue?

"I will call you with a specific time for you to pick up your device."

Endorsing the customer

Options:

A- Gaining agreement on the issue to be resolved.

B- Assume that the customer does not know how to use the product.

C- Providing solutions in the shortest amount of time.

D- Promoting new products.

"I would like to make sure I understand correctly."

Empathizing with the customer

Answer:

A "You are right. You have made several purchases."

Setting expectations

Question 9

Question Type: MultipleChoice

Which of the following expresses empathy rather than sympathy?

Options:

- A- I feel so sorry for you. I bet you feel disappointed.
- B- Poor you! You must feel awful.
- C- Oh, what a pity! This must make you feel disappointed.
- D- I am sorry this happened to you. I can see why you may be disappointed

Answer:

D

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