



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

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Question 1

Question Type: MultipleChoice

Which of the following summarizes a customer's concerns without simply repeating what the customer said?

Options:

- A- evaluating
- B- listening
- C- reflecting
- D- parroting

Answer:

C

Question 2

Question Type: MultipleChoice

When evaluating an issue, which of the following is an empathetic and supportive closed question about updating software on an iOS device?

Options:

- A- You do know you should always update your software, correct?
- B- How to update your software is in the iPhone User's guide, why didn't you read it before using this phone?
- C- I notice that your iPhone software is not up to date; would you like me to walk you through updating the software?
- D- Updating your software is extremely easy, why haven't you done so?

Answer:

C

Question 3

Question Type: MultipleChoice

How do you access Control Center from the home screen on an iPhone 8?

Options:

- A- Swipe from left to right.
- B- Swipe up from the bottom of the screen.
- C- Swipe from right to left.
- D- Swipe down from the top of the screen.

Answer:

B

Question 4

Question Type: MultipleChoice

Tony would like to create a new Apple ID to use with iTunes. It is his preference not to give his credit card information.

Which of the following is the correct statement about his situation?

Options:

- A- Tony will have to purchase an iTunes gift card before he can setup his Apple ID.
- B- Tony will have to use a bank account and routing number to setup his Apple ID.
- C- Tony can create an Apple ID in iTunes without a credit card or other payment method.
- D- Tony will not be able to use an Apple ID with iTunes unless he is willing to give credit card information.

Answer:

C

Question 5

Question Type: MultipleChoice

Joanna is not convinced that taking ESD precautions makes any difference in repair quality. She states, "If Apple was really serious about ESD precautions, they would not instruct customers to simply touch metal before replacing customer-installable parts."

Which of the following is the correct response to this statement?

Options:

- A- Customers can complete these part replacements more quickly, reducing the chance of ESD damage.

- B-** Customers are more likely to understand ESD precautions than technicians are.
- C-** Customers replace far fewer parts than service technicians.
- D-** Customers are more careful because it is their own device.

Answer:

C

Question 6

Question Type: MultipleChoice

Lew is not certain that his Apple ID is working correctly in macOS. Which of the following methods would allow Lew to verify that he is using his correct Apple ID in macOS?

Options:

- A-** Open System Preferences, click iCloud, and verify that the account is signed in.
- B-** Click the Apple menu, select Apple ID, and ensure that Lew's Apple ID is listed.
- C-** Open the Apple ID pane in System Preferences.

D- Go to the My Apple ID page (appleid.apple.com) and verify the account is signed in.

Answer:

A

Question 7

Question Type: MultipleChoice

Which of the following precautions are fundamental steps to prevent ESD damage during a repair? (Choose two.)

Options:

- A-** Clean ESD mats regularly.
- B-** Apply a display protective cover on top of physically damaged displays.
- C-** Avoid synthetic materials into the work area.
- D-** Use a battery cover whenever the case is removed from the device.
- E-** Discard used screws.

Answer:

A, C

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