



**Vendor:** Apple

**Exam Code:** SVC-19A

**Exam Name:** Apple Service Fundamentals Exam

**Version:** DEMO

### QUESTION 1

April states she would like to use the cellular network from her iPhone to access the Internet for free on her Mac. What true statement can you give April?

- A. "Personal Hotspot can come with additional charges. You should contact your carrier."
- B. "You must enable Personal Hotspot on your iPhone before the feature can work for free."
- C. "Personal Hotspot only works on CDMA networks."
- D. "Personal Hotspot is a great way to access the Internet for free!"

**Answer:** A

### QUESTION 2

Which of the following are required to setup iTunes backup with an iPhone 8? (choose two.)

- A. Encrypted volume on Mac or PC
- B. Lightning to USB Cable
- C. iCloud account
- D. Computer compatible with iTunes
- E. iTunes Store account

**Answer:** CE

**Explanation:**

<https://support.apple.com/guide/itunes/back-up-your-ios-or-ipados-device-itns3280/windows>

### QUESTION 3

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

- 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 4

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

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

**Answer:** C

**Explanation:**

<https://www.counsellingconnection.com/index.php/2009/07/21/encouragers-paraphrasing-and-summarising/>

**QUESTION 5**

Which of the following expresses empathy rather than sympathy?

- 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**

**QUESTION 6**

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

- 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.

**Answer: A**

**QUESTION 7**

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?

- 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**

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