
Question: 1

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

Lucille has issues with her Apple device and takes it to an Apple Service Provider where Baron, a technician, assists her. Without much knowledge about the technical aspects of her device, Lucille vaguely describes the issues to Baron.

Which action should Baron avoid while listening to Lucille?

- A. Recording notes
- B. Focusing on the customer
- C. Interrupting
- D. Smiling

Answer: C

Question: 2

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."

- 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: 3

Which of the following statements is true about an actively swelling embedded battery?

- A. Actively swelling batteries are not considered a safety concern.
- B. Actively swelling batteries are likely caused by large amounts of liquid inside the batteries.
- C. Actively swelling batteries are unlikely to lead to thermal runaway.
- D. Actively swelling batteries are more likely to rupture and release gasses.

Answer: D

Question: 4

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

- 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

Which of the following iPhones support using Memoji?

- A. iPhone X
- B. iPhone 7
- C. iPhone 8
- D. iPhone 6s

Answer: A

Question: 6

You are in the process of isolating a customer issue and have ruled out an environmental or educational cause.

You suspect the issue is with the device.

If the issue is with the device software, which of the following are possible causes? (Choose three.)

- A. Sleep/Wake button
- B. Faulty video board
- C. Third-party software
- D. User-installed data such as images or documents
- E. The operating system
- F. Damaged display

G. User installed parts

Answer: C,D,E

Question: 7

Which of the following customer statements would alert you to a safety issue? (Choose two.)

- A. My iPhone flashed and sparked when I tried to charge it.
- B. The corner of my iPad is badly bent.
- C. My iPhone has fluctuating sound levels. Sometimes it is deafening.
- D. The screen is too bright. It hurts my eyes.
- E. My new Apple Watch makes me itchy and my wrist is red and irritated.
- F. The home button on my iPhone seems to have sunk.

Answer: A,F

Question: 8

Which of the following statements is true of electrostatic discharge (ESD) damage?

- A. Conventional testing detects all damage caused by ESD.
- B. ESD should ideally occur near active electronic systems.
- C. Accidental ESD will result in fewer additional repairs on the same device.
- D. ESD impacts microscopic pathways on the integrated circuits.

Answer: A