

Apple Service Fundamentals Exam

Apple SVC-19A

Version Demo

Total Demo Questions: 9

Total Premium Questions: 99

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QUESTION NO: 1

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.

From the following, which are part of the 5-step conflict resolution model? (Choose two.)

- A. "I can prove to you exactly how you are wrong about this issue."
- B. "Is this really the same issue? Might it be a different issue?"
- C. "Calm down!"
- D. "If I can ask some questions about the last repair and what has occurred since then, I can figure out what the appropriate next step is. I might be able to suggest a solution. Does that sound okay, Hannah?"
- E. "Though your frustration is understandable, we are in a family-friendly environment so I am going to have to ask you to be mindful of the language you are using."
- F. "Are you sure your children didn't do something to it?"

ANSWER: D E

Explanation:

"If I can ask some questions about the last repair and what has occurred since then, I can figure out what the appropriate next step is. I might be able to suggest a solution. Does that sound okay, Hannah?" is appropriate because it redirects the interaction toward a shared purpose: understanding the concern and agreeing on a productive next step. Asking permission before beginning diagnostic questions helps regain cooperation and gives Hannah a clear expectation of how the issue will be handled. This supports a customer-focused resolution process while preserving the technician's ability to gather the information needed to address the repeat repair concern.

"Though your frustration is understandable, we are in a family-friendly environment so I am going to have to ask you to be mindful of the language you are using." is also part of effective conflict resolution because it acknowledges the customer's emotion while clearly setting a respectful boundary for the interaction. A technician can remain empathetic without accepting abusive language. Establishing this boundary calmly creates a safer, more professional environment in which the customer's issue can be addressed. This approach aligns with Apple's commitment to respect and professional conduct, described in Apple's [Business Conduct Policy](#), and supports a constructive path to service through [Apple Support](#).

QUESTION NO: 2

Examine the image.



Which feature in macOS is opened by clicking on this dock icon?

- A. System Preferences
- B. Launchpad
- C. Finder
- D. Spotlight

ANSWER: B

Explanation:

Launchpad is opened by clicking the pictured Dock icon. Launchpad provides a full-screen, iOS-like view of the apps installed on the Mac, making it easy to locate and launch an app without browsing through Finder windows. Apps appear as icons on pages, and a user can move between pages, search for an app by name, and organize icons into folders. The Dock offers direct access to commonly used macOS features and applications, and the Launchpad icon is specifically intended to open this app-launching interface. In Apple's macOS guidance, Launchpad is described as a way to view and open apps; it can also be opened with its keyboard shortcut or a trackpad gesture when configured. The icon in the image corresponds to that feature, so clicking it displays the Launchpad app collection rather than opening a file-management window or a search field. See Apple's guidance on [using Launchpad to view and open apps](#) and the [macOS User Guide entry for opening apps](#).

QUESTION NO: 3

Wendell explains that his iPhone X is dropping calls. Which of the following is an open question that would best help you further evaluate the issue with Wendell?

- A. How is the rest of your experience with the iPhone, aside from the dropped calls?
- B. Do you find that you are driving in a car when these dropped calls occur?
- C. Are you in an elevator or a parking garage when the iPhone drops the calls?
- D. Could you please tell me about the situations when your iPhone drops calls?

ANSWER: D

Explanation:

"Could you please tell me about the situations when your iPhone drops calls?" is the best open question because it invites Wendell to describe the issue in his own words without limiting him to a presumed cause or a yes-or-no response. His answer can reveal useful diagnostic context, such as where the calls occur, whether the problem affects particular contacts or networks, the frequency of the drops, whether cellular signal changes, and what happens immediately before or after a call disconnects. This broad discovery step helps a technician establish the conditions under which the symptom occurs before narrowing the investigation to potential factors such as coverage, carrier settings, device configuration, or hardware. Apple's support guidance for call-related issues similarly begins by gathering context and checking the cellular connection

and carrier-related conditions. A customer-centered, open-ended question also supports effective troubleshooting by ensuring the technician understands the customer's actual experience rather than prematurely steering the conversation toward one scenario. See [If you can't make or receive calls on your iPhone](#) and [Make calls on iPhone](#).

QUESTION NO: 4

Laura is performing a visual inspection of an embedded battery. What kinds of cosmetic issues should she look for? (Choose two.)

- A. UPC Code
- B. Apple product serial number
- C. IATA complyce label
- D. Scratches
- E. QR Code
- F. Apple logo
- G. Dents or dot imprints

ANSWER: D G

Explanation:

During a visual inspection of an embedded battery, the appropriate cosmetic conditions to identify are **Scratches** and **Dents or dot imprints**. These marks can indicate that the battery has been physically contacted, compressed, punctured, mishandled, or exposed to an impact. Even when the enclosure appears intact, physical marks on a lithium-ion battery are safety-relevant because damage can compromise internal battery layers or connections and may increase the risk of abnormal operation. A technician should inspect the battery surface carefully under adequate lighting and treat any observed physical damage as a condition requiring the applicable Apple service and battery-handling procedure. This inspection is intended to identify observable damage before further handling, testing, or repair work is performed. Apple emphasizes that batteries should be serviced only by trained technicians using the specified procedures, and damaged lithium-ion batteries require particularly careful handling. See Apple's [lithium-ion battery safety information](#) and the embedded-battery inspection guidance in [Embedded Battery Safety](#).

QUESTION NO: 5

Which of the following practices protect customer privacy while a technician is evaluating a device issue? (Choose two.)

- A. Ask the customer for permission before opening personal applications or files.
- B. Access only the information relevant to the reported issue.
- C. Copy relevant customer files to a personal device for later review.
- D. Ask the customer to share their Apple Account password during every intake.
- E. Leave an unlocked customer device on the service counter while assisting another customer.

ANSWER: A B

Explanation:

Asking the customer's permission before opening personal applications or files respects the customer's privacy and establishes agreement about the diagnostic activity. A technician should access only the information necessary to reproduce, isolate, or verify the reported issue. Limiting access to relevant information reduces unnecessary exposure of personal content.

A technician should never copy customer information to a personal device, request account credentials unless they are needed for a supported process, or leave an unlocked customer device unattended. Apple's privacy information is available at [Apple Privacy Policy](#), and Apple provides service-preparation information at [Prepare your iPhone, iPad, or Apple Vision Pro for service](#).

QUESTION NO: 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

Explanation:

Gaining agreement on the issue to be resolved is an essential first step because effective troubleshooting depends on a shared, accurate understanding of the customer's reported problem. Before performing tests, a technician should clarify what the customer observes, when it occurs, which product or feature is involved, what outcome the customer expects, and any relevant conditions or recent changes. Confirming that understanding with the customer establishes a clear troubleshooting target and ensures that the work addresses the issue that matters to them.

This agreement also supports a more efficient and professional service experience. It provides a basis for selecting relevant diagnostics, evaluating whether the issue has been resolved, and setting appropriate expectations for next steps. Apple's repair-support process begins with identifying the device and service need so the appropriate support or repair path can be determined. Clear communication with the customer at the outset helps accurately capture that need and maintain alignment throughout service. See Apple's [Repair and Service](#) page and [Apple Support contact options](#) for Apple's customer-support and service pathways.

QUESTION NO: 7 - (DRAG DROP)

DRAG DROP

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.

Select and Place:

Answer Area

Statement

"I am looking for a new printer."

"I require a very fast computer."

"My iPad will not power on."

"I have never used a Mac."

Response

"What were you doing with your iPad when you last used it?"

"What type of experience have you had with computers?"

"What types of things are you going to be printing?"

"What types of things do you do on the computer?"

ANSWER:

Answer Area

Statement

"I am looking for a new printer."

"I require a very fast computer."

"My iPad will not power on."

"I have never used a Mac."

"My iPad will not power on."

"I have never used a Mac."

"I am looking for a new printer."

"I require a very fast computer."

Response

"What were you doing with your iPad when you last used it?"

"What type of experience have you had with computers?"

"What types of things are you going to be printing?"

"What types of things do you do on the computer?"

Explanation:

The correct relationships use open-ended discovery questions to clarify the customer's needs before recommending a product, troubleshooting a device, or describing a solution. For a customer whose iPad does not power on, asking what they were doing when they last used the iPad gathers useful context about the point at which the issue appeared. This supports an appropriate initial troubleshooting conversation and helps establish the device's recent condition and usage history.

When someone says they have never used a Mac, asking about their experience with computers establishes their current skill level and familiarity with general computing concepts. That information helps the advisor adjust the conversation, demonstrations, and setup guidance to the customer's experience. Apple's customer-focused approach emphasizes understanding the person's situation and tailoring assistance accordingly; see Apple's [Retail](#) page for its focus on personalized help and support.

For a customer shopping for a printer, the kinds of things they plan to print are the key detail for identifying suitable features, such as document or photo output, expected volume, color needs, and connectivity. Similarly, a request for a very fast computer is best clarified by learning what the customer does on the computer. Their intended tasks determine the performance requirements, including processor capability, memory, storage, graphics, and display needs. Apple's [Mac](#) page

illustrates that Mac configurations are intended for a range of workflows and performance demands. Each matched response therefore invites the customer to describe relevant use, experience, or circumstances, creating the information needed for an accurate and helpful next step.

QUESTION NO: 8 - (SIMULATION)

Drag the customer statement to its corresponding response.

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

ANSWER: Check the explanation for the answer

Explanation:

The customer statements and the available response choices are not included in the provided simulation JSON. Therefore, the required drag-and-drop matches cannot be determined.

Please provide the simulation screenshot or the full list of customer statements and response options so the correct pairings can be supplied.

QUESTION NO: 9

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

Debra has brought her iPad Pro to you for troubleshooting. She has been experiencing very slow charging of the battery and says the only way she can get a full charge is to leave the iPad alone for more than 12 hours.

She brought in an Apple Power adapter and Lightning to USB cable. When you examine the power adapter, you notice that it is an iPhone power adapter not an iPad power adapter. You also noticed she was using an iPhone 6s while waiting to see you. Debra thinks her iPad is defective because her iPhone has no issue charging with this power adapter and cable.

Based on the information Debra provided, in which problem space does this issue fit?

- A. Educational opportunity
- B. User Data
- C. Environmental
- D. Software

ANSWER: A

Explanation:

Educational opportunity is correct because the reported behavior is accounted for by the charging equipment being used, rather than indicating an iPad hardware fault. An iPhone power adapter can charge an iPad, but it supplies less power than an adapter intended for an iPad Pro. Consequently, the iPad may charge very slowly, especially when it is in use, and reaching a full charge can take substantially longer. The same adapter appearing to work normally with an iPhone is expected, since an iPhone has lower power requirements.

The appropriate service response is to explain the relationship between adapter wattage, device power needs, and charging time, then have the customer use an Apple USB power adapter with sufficient wattage for the iPad Pro and a compatible cable. Apple states that iPad can be charged with a compatible USB power adapter, and that using a higher-wattage adapter can provide faster charging. This conversation resolves the customer's expectation that the iPad should charge at the same rate as her iPhone with the same low-power adapter, making it an educational opportunity. See Apple's [iPad charging guidance](#) and [Apple USB power adapter information](#).