Service Fundamentals

Course Outline

Documenting Customer Interactions

Participants understand how case notes— both good and poor—affect service metrics. They learn how to write concise, easily understood notes that can be effectively used as part of a repair and its history.

Talking with Customers

Participants learn preferred vocabulary, phrases, and positioning statements to say when working with customers.

Resource Fundamentals

Participants learn about the resources that technicians use to evaluate, isolate, and resolve customer issues.

ESD Precautions

Participants learn the importance of a safe ESD working environment.

Safety First

Participants learn to recognize and properly communicate potential product safety issues.

Embedded Battery Safety

Participants learn about embedded batteries and following important safety procedures when they work with or near these batteries.

Introduction to Service Guide

Participants learn how to use Global Service Exchange (GSX) as a reference for repairs.

Apple ID

Participants learn how to create, manage, and troubleshoot Apple IDs.

iOS and macOS Fundamentals

Participants learn the components of both operating systems and how to detect and resolve common issues.

Networking and iCloud Fundamentals

Participants learn how to set up and configure networking options on iOS and macOS. They also learn to configure iCloud and resolve potential customer issues.

Basic Troubleshooting and Diagnostics Fundamentals

Participants explore the Evaluate, Isolate, and Resolve troubleshooting model. They also learn how to begin troubleshooting by using deductive reasoning, smart questioning techniques, and first-level evaluation tools and resources.

Continuity

Participants learn features related to Continuity, and how to configure and troubleshoot it.

Mail Basics

Participants learn how to configure mail accounts and troubleshoot common issues.

Apple Watch and watchOS

Participants learn to identify different models of Apple Watch, their controls, and navigations options.

Apple TV and tvOS

Participants learn the settings, features, and troubleshooting techniques associated with Apple TV and tvOS.

HomeKit

Participants learn to explain the features and functions of the Home app, and learn how to configure and troubleshoot it.

Apple Pay

Participants learn the basics of setting up and supporting Apple Pay.

Determining Warranty Coverage

Participants learn how to determine the current warranty status of any Apple product.