Service Fundamentals

Prerequisites: No prerequisites necessary

Duration: 4 Days (8 Hrs./Day)

Course Objective: This course equips participants with essential skills in technical support and customer service, focusing on effective documentation, communication, and troubleshooting. Participants will learn to document interactions, apply safety procedures, manage Apple IDs, and configure and troubleshoot networking, iCloud, Continuity, and other Apple services. The course also covers safety practices, device-specific support for Apple Watch, Apple TV, HomeKit, Apple Pay, and determining warranty coverage.

Lab Requirement: BYOD.

Module 1 - Documenting Customer Interactions

What is a perfect case note?

Difference between a good and a bad case note

How to write a perfect case note?

Lab: Practicing how to document a case perfectly

Module 2 - Talking with Customers

What is a good interaction?

Difference between a good and a bad interaction

Tips to improve probing

Lab: Practicing how to handle a case perfectly both online and offline interaction.

Module 3 - Resource Fundamentals

How is apple documentation designed to support troubleshooting and how-to guides?

Tips to search the documentation

Lab: Finding KBAs for accurate troubleshooting

Module 4 - ESD Precautions

What is ESD?

Importance of ESD usage in the hardware environment

Module 5 - Safety First

How to recognise potential product safety issues?

How to fix potential product safety issues?

Module 6 - Embedded Battery Safety

What is safe battery handling?

Important guidelines for managing batteries in apple devices.

Module 7 - Apple ID

What is an apple ID?

Types of apple IDs

Lab: How to create an apple ID?

Lab: How to reset the password for an apple ID?

Lab: Enabling MFA in an apple ID

Lab: Replace existing contact information in an apple ID

Lab: Troubleshooting various apple ID issues?

Module 8 - iOS and macOS Fundamentals

Lab: Introduction to iOS fundamentals

Lab: How to troubleshoot iOS devices?

Lab: Introduction to macOS fundamentals

Lab: How to troubleshoot macOS devices?

Module 9 - Networking and iCloud Fundamentals

Lab: How to manage networking in iOS devices

Lab: How to manage networking in macOS devices

Lab: How to troubleshoot networking issues in iOS devices

Lab: How to troubleshoot networking issues in macOS devices

Module 10 - Basic Troubleshooting and Diagnostics Fundamentals

Lab: How to apply the Evaluate, Isolate, and Resolve troubleshooting model

Lab: How to begin troubleshooting using deductive reasoning

Lab: How to use smart questioning techniques in troubleshooting

Lab: How to use first-level evaluation tools and resources for troubleshooting

Module 11 - Continuity

Lab: How to troubleshoot Continuity features

Lab: How to troubleshoot Continuity features

Module 12 - Mail Basics

Lab: How to configure mail accounts

Lab: How to troubleshoot common mail issues

Module 13 - Apple Watch and watchOS

Lab: How to identify different models of Apple Watch

Lab: How to use controls on Apple Watch

Lab: How to navigate watchOS

Module 14 - Apple TV and tvOS

Lab: How to configure settings on Apple TV

Lab: How to use features on Apple TV

Lab: How to troubleshoot Apple TV and tvOS issues

Module 15 – HomeKit

Lab: How to configure the Home app on iOS devices

Lab: How to configure the Home app on macOS devices

Lab: How to troubleshoot issues with the Home app on iOS devices

Lab: How to troubleshoot issues with the Home app on macOS devices

Module 16 - Apple Pay

Lab: How to set up Apple Pay on iOS devices

Lab: How to set up Apple Pay on macOS devices

Lab: How to support Apple Pay on iOS devices

Lab: How to support Apple Pay on macOS devices

Module 17 - Determining Warranty Coverage

Lab: How to check warranty status for iOS devices

Lab: How to check warranty status for macOS devices

Lab: How to check warranty status for Apple accessories

Lab: How to interpret warranty coverage details