

Tailoring the Solution

iOS T1 Manila



Click to begin

Tailoring the Solution Outline

I. Customer Handling Proper

- A. Acknowledge
- B. Impact Probing (Personalise)
- C. Align
- D. Assurance

} Fix the customer

II. Case Handling Proper

A. Technical Issue

- 1. Troubleshooting Probing
- 2. Game plan + Options
- 3. Troubleshoot Accordingly
- 4. Confirm satisfaction with resolution
 - i. Customer not satisfied? Re-educate / Reposition
 - ii. Customer satisfied? End call

} Fix the issue

} Ensure that the customer is fixed!

B. Non-Technical Issue

- 1. Case Probing
- 2. Provide Options + Make Recommendations
- 3. Let customer choose from the options
- 4. Confirm satisfaction with resolution
 - i. Customer not satisfied? Re-educate / Reposition
 - ii. Customer satisfied? End call

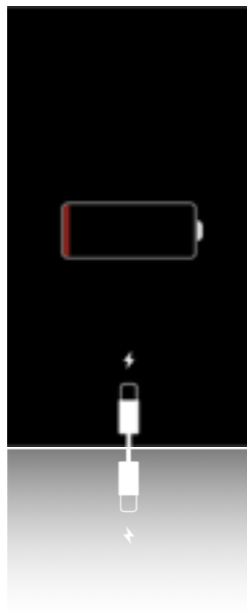


Top Drivers

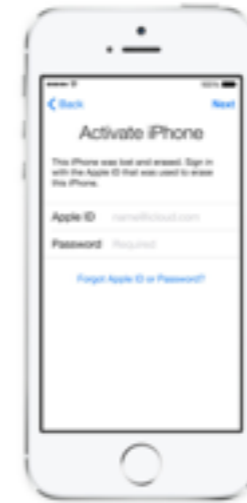
Mail



Power



Activation Lock



Accidental Damage





Sample Acknowledgement Statements (Mail)

“Oh, so you are unable to send an email outside the wifi range of your Internet Provider.”

“I see, are you getting an error message when receiving/sending emails?”

“I understand that you still cannot send/receive emails despite confirming with your email service provider that there is no outage or issue with their server.”

“I understand that you are unable to receive email since your account was hacked.”





Impact Probing + Align

(Probing to the urgency and importance)

7 important things to probe:

1. Time: Time spent for the entire time the issue was handled (Case History)
2. Effort: Efforts the customer has done (Case History)
3. Unexpected Behaviour: Unexpected behaviour of the device (Case History)
4. What were you trying to do?
5. Is there anything important that you need to accomplish?
6. When do you need do to get it done?

CONCEPTS:

Urgency - Time

Importance - Level of Priority

High Urgency - Needed within the day or within the hour

High Importance - High level of priority / consequence is high

IMPACT PROBABILITIES:

High Urgency / Low Importance

Low Urgency / High Importance

High Importance / Low Urgency

Low Urgency / High Importance

Align

* Always address these 3 important aspects :
Time spent, Effort and Unexpected behaviour





Sample Impact Probing Questions Mail

“Is there any email that you need to send?”

“Are there any important or urgent issues you need to handle but can't right now because of this issue?”

“What was the last thing that you were doing before you realised that you can't send/receive emails?”

“Can you tell me more about what this issue is preventing you from doing?”





Sample Align Statements (Mail issues)

"I keep in touch with my cousins through email, so I understand the importance of getting your Mail working again."

"I appreciate your time and effort of contacting Bigpond and letting us know the things that you have done so far. I know it's important for you to receive your emails on your "Name of device" as this issue defeats the purpose of using a mobile device instead of a computer for email access."

"I would feel the same way if my primary means of communication with my customers is not working most especially if I am losing business."

"I'm sorry that you had to spare sometime to call in about this. Our time off from work is very valuable. So you can enjoy your day and start using your mail again, I will make sure to have this fixed for you."





Sample Assurance Statements Mail

Feeler:

No worries, I will be working with you hand in hand to ensure that everything is okay with your device and find out why you are unable to receive/send messages.

Thinker:

I would like to help you out. We'll find the quickest fix, if we need further assistance from your email service provider, I'll make sure that you have an idea why you need to contact them and what for.

Director:

I'll work with you in finding out the quickest resolution as soon as possible.

Entertainer:

We'll work together in finding out the reason why you can't receive mails and look for options on how to resolve it.





Troubleshooting Probing (Mail)

Receiving	Sending	Setting up mail
Is there an active internet connection on the device?	Is there an active internet connection on the device?	Is this the first time setting up?
Any error messages?	Any error messages?	What's the name of the email provider?
What's the error message?	What's the error message?	Are you able to setup the account on another device?
Multiple accounts affected?	Multiple accounts affected?	
What's the account type?	Are you able to send emails using a different email	
What's the internet connection type?	What's the internet connection type?	
When did you last receive emails?	What's the account type?	
Are there any changes done?	Are you able to send emails using WiFi or cellular?	
Are you able to receive emails using a different device?	Is this an intermittent issue?	
Is this an intermittent issue?	Are you able to send emails using a different device?	





Choose a Communication Style

Game plan + Options (Mail)



Feeler



Thinker



Entertainer



Director





Game plan + Options | Feeler (Mail)

“ Let me layout everything on the table before we proceed. We’ll make sure that we’ll work on checking the settings of the device so that it works at the end of the day, I want to make it possible for you to send/receive emails.”

“We will login to your webmail to see if it’s possible for you to send/receive emails directly from the server. If that works out, we need to try sending this important email first and we will check your email settings online to see if it matches your device. If not, we may need to modify some of your settings and possibly seek help from your email provider in fixing this issue. Before doing that, I’ll give you the complete list of information that you should ask from your email service provider.”

Tips on Handling a Feeler:

- Since we’re dealing with Feelers, the tone of our voice when we deliver the game plan will be very crucial
- Emphasis on the benefits of the possible steps can also have a good impact with this customer type
- Constant reassurance that you will be there with the customer and presenting an out of the box resolution can also give the customer the peace of mind that everything will eventually fall into place, despite a few compromises

Tips on Troubleshooting:

1. Based on the answers gathered from impact probing, we can address the impact/urgency of the situation first. If the customer needs to send an email and there’s a deadline to meet, let’s advise them to use their webmail or device that has a working email before proceeding with troubleshooting.
2. Classify your case correctly
3. Troubleshoot based on <https://support.apple.com/en-is/TS3899>
4. Mail Chart: https://iknow.corp.apple.com/library/APPLE/APPLECARE_ALLGEOS/TS3899/TS3899_flowchart_en.pdf





Game plan + Options | Thinker (Mail)

“There are reasons why you could not send emails when you are outside the wifi range of your cable/internet providers. The outgoing mail server settings are responsible for you to send an email. Some settings are compatible to your mobile device when you are connected to their server, going beyond their coverage can be a cause of not being able to send an email. We are going to configure your outgoing settings by modifying your port numbers to allow you to continuously send a message within and outside your network. The second option is to try adding alternative outgoing servers and see if you can send emails via relaying. If this fails, we will need to coordinate with your email service provider and check if there are alternative settings that we can try for you to send out messages when outside their network.”

Tips on Handling a Thinker:

- Since we're dealing with Thinker, we need to ensure that we are logical when explaining the steps or game plan.
- Provide options and explain the rationale to the customer.
- Make sure to always ask permission to modify the settings. It will be a great help to ask if they have ever contacted their email service providers.

Tips on Troubleshooting:

- Based on the answers gathered from impact probing, we can address the impact/urgency of the situation first. If the customer needs to send an email and there's a deadline to meet, let's advise them to use their webmail or device that has a working email before proceeding with troubleshooting.
- Classify your case correctly
- Troubleshoot based on <https://support.apple.com/en-is/TS3899>
- Mail Chart: https://iknow.corp.apple.com/library/APPLE/APPLECARE_ALLGEOS/TS3899/TS3899_flowchart_en.pdf





Game plan + Options | Entertainer (Mail)

“ The steps that we will take are quite simple. I have a list of common steps that I have tried in the past and worked for other customers. Just a few clicks on your device and you’ll be off to blasting emails to everyone. Should we encounter some blocks along the way, we will try other steps to get your messages out of your outbox.

It’s logical to start with the less intrusive steps. We will check if you can send emails using your webmail (if possible). If this works, it means that your server is up and running and you can send that important message.

Of course, each email service providers work uniquely. Should we not be able to sort this out, the last option is to send you the complete set of information that you need to ask from your email service provider and seek their help in fixing this issue.

Tips on Handling Entertainer:

- Entertainers tend to go off-topic. As long as you are able to establish a good relationship with the customer, you can be very casual with him/her therefore making something tedious seem very simple. Make them see the bigger picture to keep them on track.
- Comparing the troubleshooting procedure with something that the customer can easily relate to can also be a big plus. Just be careful not to stray too far from the goal of getting everything up and running.

Tips on Troubleshooting:

- Based on the information gathered from impact probing, we can address the impact/urgency of the situation first. If the customer needs to send an email and meet a deadline, let’s advise them to use their webmail or device that has a working email before proceeding with troubleshooting.
- Classify your case correctly
- Troubleshoot based on <https://support.apple.com/en-is/TS3899>
- Mail Chart: https://iknow.corp.apple.com/library/APPLE/APPLECARE_ALLGEOS/TS3899/TS3899_flowchart_en.pdf





Game plan + Options | Director (Mail)

“Here are the steps that we need to take to address your mail issue. The first step is to verify if you can log in via the webmail. Should this work, we need to have a complete list of your email server settings and compare it with the settings on your device. I assure you that there are settings we can modify as soon as we have identified what they are. If everything goes well, this will only take 10-15 minutes of your time. If you run out of time, I can schedule a callback at your most convenient time.”

Tips on Handling a Director:

- A solid delivery of the game plan is very crucial when it comes to director-type customers. Presenting time frames is important.
- Your impact probing will also come into play during this step. Knowing the urgency and understanding its implications will give you a better chance to formulate a game plan for directors.
- Sending an email or testing other email account to prove that it is not an issue with their device can help calm directors down.
- Also, giving the option to schedule a callback is very useful with this communication style, since most directors are very critical when it comes to their time

Tips on Troubleshooting:

- Based on the information gathered from impact probing, we can address the impact/urgency of the situation first. If the customer needs to send an email and there's a deadline to meet, let's advise them to use their webmail or device that has a working email before proceeding with troubleshooting.
- Classify your case correctly.
- Troubleshoot based on <https://support.apple.com/en-is/TS3899>
- Mail Chart: https://iknow.corp.apple.com/library/APPLE/APPLECARE_ALLGEOS/TS3899/TS3899_flowchart_en.pdf





Gain Agreement on the Resolution

ISSUE RESOLVED:

“Was I able to address and satisfy the reason for your call today?”

“How satisfied are you with the level of support that I’ve provided you with today?”

“Are you happy with the resolution that I have provided you with?”

“Was I able to satisfy the reason for your call today?”

ISSUE UNRESOLVED:

“Do you have a clear understanding on how to proceed?”

“Are you happy with the the game plan that I have provided you with?”



Sample scenarios





Sample Scenarios

Entertainer:

Issue: Cracked phone

Customer: "I accidentally tripped down and the phone slipped out of my hand. It is somewhat embarrassing since I was showing off my phone . It's annoying that my screen is completely shattered and I can't see anything from it but I could still hear it ringing."

Acknowledge, Align: "Aww man, accidents happen. I hope you did not hurt yourself! "

Assure: No worries, we have options on how we can get your phone back in good shape.

Director:

Issue: Device is in activation lock with someone else's Apple ID.

Customer: So are you telling me that my device is now a paperweight?"

Acknowledge, Align, Assure: "Definitely not. I understand it is difficult to be left with an iPhone that isn't working. There's a way for us to unlock it. Let's talk about how we can do that."

Feeler:

Issue: Battery life does not last long

Customer: I've only had this phone for 3 months. It's frustrating that I have to charge it every after few hours. It's very inconvenient as I am always on the go and it's affecting my productivity hours.

Acknowledge, Align, Assure: (Sincere tone) I can sense your frustration and I completely understand that it is inconvenient. Rest assured that we'll get to the bottom of this and ensure that you have a working phone.

Thinker:

Issue: Unable to move message to trash

Customer: My email service provider is go daddy. I setup the email on my computer and my iPad. I was able to send and receive with no issues at all. When I try deleting some of my messages, I am receiving the error 'Unable to move message.' This issue only happens with my iPad.

Acknowledge, Align, Assure: I see, it's confusing if you have this email account working fine with one device and the other device does not seem to work. It's a good thing that the other device works fine so we can check the settings that you have and see if it matches your iPad. If not, we may need to tweak it. Also, we can have your mail provider on board to confirm if there are settings that are only applicable for your iPad.





Sample Acknowledge Statements (Accidental Damage)

“ Oh no! So the screen got smashed! Well, accidents really happen but is it still safe to use?”

“ When you say that you have a device with a cracked screen, could you tell me what happened?”





Sample Impact Probing Questions Accidental Damage

“By the way, is there any spare phone that you can use while we are working on this issue?”

“Is there any important or urgent matter that you cannot do right now because of this issue?”

“Are you able to still use the device?”

“Is it still safe to use?”





Sample Align Statements (Accidental Damage)

If the customer is not expressing emotion:

I can absolutely see why you're calling in for help with your “device”. I know that having a shattered/ broken device can be very frustrating especially if you rely on it.”

If the customer expresses emotion:

I can relate to your devastation of accidentally dropping the phone. If this had happened to me, I would also feel the same.





Sample Assure Statements (Accidental Damage)

“No need to worry, we will be working on this together in order to make sure that you have the best and most convenient option to have your (iOS device) serviced.”

“You’ve reached the right department, I can definitely provide you all the necessary options to get your iPhone in good shape again.”





Troubleshooting Probing (Accidental Damage)

“Are there dents or cracks on the device?”

“Was the device dropped?”

“Was the device in contact with any liquid?”

“Is the device still responding?”

“When did you notice the issue with the device?”

“What was the last thing that you were doing before you noticed the issue?”





Choose a Communication Style

Game plan + Options (Accidental Damage)



Feeler



Thinker



Entertainer



Director





Game plan + Options | Feeler (Accidental Damage)

“I know that the situation is really alarming but I will definitely assist you on how we can get this issue sorted for you. We can definitely have your device serviced at a cheaper price as compared to buying a new one. I hope you understand that accidental damage is not something that can be covered by the warranty. But what I can promise you is that I’ll be providing you the best service options and AppleCare will continue to work with you once we get the device repaired or replaced.”

Tips on Handling a Feeler:

- Since we’re dealing with Feelers, the tone of our voice when we deliver the game plan will be very crucial.
- Emphasis on the benefits of the possible steps can also have a good impact with this customer type
- Constant reassurance that you will be there with the customers and presenting an out of the box resolution can also give the customer the peace of mind that everything will eventually fall into place, despite a few compromises.

Tips on handling Accidental Damage

- Relevant Articles: HT201401 (for hardware troubleshooting)
- CP951 (service options available per country)
- CP1000 (Determining If a Product Exhibits Physical Damage)
- When dealing with cracked screen issues, always ask if they have cut or hurt themselves. If yes, treat it as a safety issue and proceed with following CP128.
- Ask where and how the device was purchased
- If it’s purchased with a contract from a carrier, educate the customer about their option to get their existing contract upgraded or possible insurance (if there’s any)
- Some credit card providers offer purchase protection plan on their gadgets or even home and car insurance.





Game plan + Options | Thinker (Accidental Damage)

“I really appreciate you letting Apple know about this situation. As with all companies, Apple also has policies when it comes to having your Apple device serviced. Here’s our game plan: We can still have your device serviced and an out of warranty fee will apply. We can still opt to drop by a store and have the device diagnosed, since there might be a possibility that it will just be a modular repair. But just to set your expectation, there really would be a fee that you would have to pay for. I will be securing you with a case ID number and remember that you can always call us back if you need any further help or you have any further questions.”

Tips on Handling a Thinker:

- Since we’re dealing with Thinker, we need to ensure that we provide logical and detailed steps or game plan to the customer.
- Provide options and explain the rationale to the customer.
- Make sure to always ask questions to understand if there is an underlying impact such as the absence of another device to use while the customer’s iOS device is being repaired.

Tips on handling Accidental Damage

- Relevant Articles: HT201401 (for hardware troubleshooting)
- CP951 (service options available per country)
- CP1000 (Determining If a Product Exhibits Physical Damage)
- When dealing with cracked screen issue, always ask if they have cut or hurt themselves. If yes, treat it as a safety issue and proceed with following CP128.
- Ask where and how the device was purchased
- If it’s purchased with a contract from a carrier, educate the customer about their option to get their existing contract upgraded or possible insurance (if there’s any)
- Some credit card providers offer purchase protection plan on their gadgets or even home and car insurance.





Game plan + Options | Entertainer (Accidental Damage)

“It is definitely not good that your device is damaged. But, there will still be multiple options that you can choose from that will cater to your situation. Here’s what we’ll do:

We really love to help you with this, despite the physical damage that the unit has, we can have it either repaired or replaced at a much cheaper price as compared to buying a new one.”

Tips on Handling Entertainer:

- Entertainers tend to stray off topic. As long as you are able to establish a good relationship with the customer, you can be very casual with him/her therefore making something tedious seem very simple.
- Comparing the options with something that the customer can easily relate to can also be a big plus.

Tips in handling Accidental Damage

- Relevant Articles: HT201401 (for hardware troubleshooting)
- CP951 (service options available per country)
- CP1000 (Determining If a Product Exhibits Physical Damage)
- When dealing with cracked screen issue, always ask if they have cut or hurt themselves. If yes, treat it as a safety issue and proceed with following CP128.
- Ask where and how the device was purchased
- If it’s purchased with a contract from a carrier, educate the customer about their option to get their existing contract upgraded or possible insurance (if there’s any)
- Some credit card providers offer purchase protection plan on their gadgets or even home and car insurance.





Game plan + Options | Director (Accidental Damage)

“I know that this is an inconvenience. Moving forward, I just want to get you a working device at the soonest possible time. Here’s our game plan:

(Out of warranty) Your device can be replaced with an out of warranty cost, and on the average, the service fee is \$xxx.xx. Depending on your availability, here are your options on how you can have it serviced (NEX, AASP/ARS walk-in). I would recommend X option, but kindly tell me your preference so we can get the ball rolling.”

Tips on Handling a Director:

- A solid delivery of the game plan is very crucial when it comes to director-type customers
- Your impact probing will also come into play during this step. Knowing the urgency and understanding its implications will give you a better chance to formulate a game plan for director.

Tips in handling Accidental Damage

- Relevant Articles: HT201401 (for hardware troubleshooting)
- CP951 (service options available per country)
- CP1000 (Determining If a Product Exhibits Physical Damage)
- When dealing with crack screen issue, always ask if they have cut or hurt themselves. If yes, treat it as a safety issue and proceed with following CP128.
- Ask where and how the device was purchased
- If it’s purchased with a contract from a carrier, educate the customer about their option to get their existing contract upgraded or possible insurance (if there’s any)
- Some credit card providers offer purchase protection plan on their gadgets or even home and car insurance.





Gain Agreement on the Resolution

ISSUE RESOLVED:

“Was I able to address and satisfy the reason for your call today?”

“How satisfied are you with the level of support that I’ve provided you with today?”

“Are you happy with the resolution that I have provided you with?”

“Was I able to satisfy the reason for your call today?”

ISSUE UNRESOLVED:

“Do you have a clear understanding on how to proceed?”

“Are you happy with the the game plan that I have provided you with?”



Sample scenarios





Sample Acknowledge Statements (Activation Lock)

“I understand you’re calling because you are unable to access your device as it’s locked with your iCloud account, is that correct?”

“I understand that you’re not able to setup/erase your phone because you forgot your iCloud account password, is that correct?”





Sample Impact Probing Questions (Activation Lock)

“Are you using the device for work or personal use?”

“How familiar are you with the Find my iPhone function in iCloud?”

“Is there anything important that you cannot do right now because of the issue?”

“While we are fixing this issue, do you have a spare phone where you can insert your sim card?”

“Have you ever backed up the device before?”





Sample Align Statements (Activation Lock)

“I understand it’s really frustrating when things aren’t working. I know how important it is for you to activate your phone again.”

“ These usernames and passwords are credentials used to protect our privacy. I understand we tend to forget these information because of too many passwords and usernames accumulated over the years.”

“You are not alone in forgetting these information. I have my fair share of not recalling what my username and password is for some of my internet accounts.”





Sample Assure Statements (Activation Lock)

“I will definitely do my best to get your iPhone up and running again.”





Troubleshooting Probing (Activation Lock)

“What is the iCloud account associated with the device?”

“Have you tried resetting the password through appleid.apple.com?”

“Where did you purchase the device?”

“Do you recognise the Apple ID signed in on your device?”





Choose a Communication Style

Game plan + Options (Activation Lock)



Feeler



Thinker



Entertainer



Director





Game plan + Options | Feeler (Activation Lock)

“I understand it’s really frustrating when things aren’t working. I know how important it is for you to activate your phone again. Rest assured that this is something we can fix as long as we have all the things we need.

To remove the activation lock from your phone, we just need to make sure that we have access to the Apple ID account signed in on your device. If you forgot the password, don’t worry, there’s still a way for me to help you with that.

If the account is inactive, what we can do is to forward a valid proof-of-purchase to our activation team that can assist us in remotely removing the account. If all is good, it will take 4-7 business days. I’ll make sure that I can get in touch with my Product Specialist that can help us out with this.

Tips on Handling a Feeler:

- Since we’re dealing with Feelers, the tone of our voice when we deliver the game plan will be very crucial.
- Emphasis on the benefits can also have a good impact with this customer type.
- Constant reassurance that you will be there with the customer and presenting an out of the box resolution help in making the customer *feel* that you are doing your best to help.

Tips on Handling Activation Lock:

- Classify your case correctly (Do not use Apple ID, use iCloud as affected product)
- Use CP1416 as your reference
- If you are a non-AST skilled advisor, please transfer the call to T2





Game plan + Options | Thinker (Activation Lock)

“Thanks for letting us know the state that the device is in. Let me grab this opportunity to provide you my game plan that will lead us to a resolution.”

First option is to remove the activation lock from your device by simply removing the device from your iCloud account. In case you forget your password, we have steps on how to reset it. If this option isn't possible, we can still push through with our second option.

The second option is also very straightforward. As long as you have the proof of purchase, we will need to get in touch with our Product Specialist who can send the request to our Purchase Validation team, an administrative team that will check the details of your proof of purchase. This feature is designed for security purposes because at the end of the day, our first priority is your privacy and security.”

Tips on Handling a Thinker:

- We need to ensure that we are logical when explaining the steps or game plan to the customer.
- Provide options and all pertinent information needed.
- The key to winning a Thinker over is to deliver the information in a very confident and logical manner. Being able to explain the rationale of the steps may impress Thinkers as this will show your competence at what you're doing.

Tips on Handling Activation Lock:

- Classify your case correctly (Do not use Apple ID, use iCloud as affected product)
- Use CP1416 as your reference
- If you are a non-AST skilled advisor, please transfer the call to T2





Game plan + Options | Entertainer (Activation Lock)

“The steps that we will take are quite simple. We just need to verify the ownership of the apple ID signed in on the device as well as the ownership of the device itself. If we encounter any issues, we can take other steps to get you a working iPhone.

Logic would tell us that we have to start with the basic, least intrusive step. That is resetting your password through the iForgot website. If that does not work, I can always check for more options. I have a specialised tool that we can use, but it will require me to verify your identity as the owner of the account. There will be a possibility of having to wait 24-hours before you can reset your password though.

If all else fails, we can still resort to submitting your Proof of Purchase that will be handled by our Product Specialist.”

Tips on Handling Entertainer:

- Entertainers tend to go off-topic. As long as you are able to establish a good relationship with the customer, you can be very casual with him/her therefore making something tedious seem very simple. Make them see the bigger picture to keep them on track.
- Comparing the troubleshooting procedure with something that the customer can easily relate to can also be a big plus. Just be careful not to stray too far from the goal of getting everything up and running.

Tips on Handling Activation Lock:

- Classify your case correctly (Do not use Apple ID, use iCloud as affected product)
- Use CP1416 as your reference
- If you are a non-AST skilled advisor, please transfer the call to T2





Game plan + Options | Director (Activation Lock)

‘I’ll be outlining the steps that we have to accomplish to resolve this activation related issue. We need to verify the ownership of the Apple ID and the device. The fastest way to get this issue fixed is to verify the ownership of the Apple ID, which depending on the result, may take 24 hours to achieve. If this fails, no need to worry as we can submit a proof of purchase to validate the ownership of the device.’

Tips on Handling a Director:

- A solid delivery of the game plan is very crucial when it comes to director-type customers
- Your impact probing will also come into play during this step. Knowing the urgency and understanding its implications will give you a better chance to formulate a game plan for directors
- Giving the option to also schedule a callback is very useful with this communication style since most directors are very critical when it comes to their time

Tips on Handling Activation Lock:

- Classify your case correctly (Do not use Apple ID, use iCloud as affected product)
- Use CP1416 as your reference
- If you are a non-AST skilled advisor, please transfer the call to T2





Gain Agreement on the Resolution

ISSUE RESOLVED:

“Was I able to address and satisfy the reason for your call today?”

“How satisfied are you with the level of support that I’ve provided you with today?”

“Are you happy with the resolution that I have provided you with?”

“Was I able to satisfy the reason for your call today?”

ISSUE UNRESOLVED:

“Do you have a clear understanding on how to proceed?”

“Are you happy with the the game plan that I have provided you



Sample scenarios





Sample Acknowledge Statements (Power)

“From what you’ve said, I understand that the device doesn’t last long.”

“Based on what you said, it lasts less than expected.”

“Oh I see, whatever buttons you press, it doesn’t turn on.”

“Whatever power adapter or cables you use, your iPhone does not charge.”





Sample Impact Probing Questions (Power)

“Is there any important or urgent matter that got interrupted because of the power issue?”

“Is there any data you cannot access on the device because of the issue?”

“What were you doing before the issue happened (backup, restore, sync)?”





Sample Align Statements (Power)

"I know how important it is for you to make this device work because nowadays, mobile phone is a necessity and it's hard to last a day without it."

"I can hear how important it is for you to get this fixed as quickly as possible. I imagine I'd feel the same way if my phone wouldn't work as I expected it to be."





Sample Assure Statement (Power)

“Let me assure you that we will exhaust all options for you to have a fully functional phone again.”





Troubleshooting Probing (Power)

Will Not turn on	Battery life does not last long
Do you see a battery meter when connecting to a power source?	Have you recently updated your device?
How long have you been charging the device?	Have you recently installed an app?
Have you tried connecting the (device name) into a different power source.	How long does your battery life last?
Have you tried using different chargers?	Is it draining too fast when connected to wifi or cellular?
Reference	Reference
HT201412 - If your iPhone, iPad, or iPod touch doesn't respond or doesn't turn on	HT203735 - Get help maximising battery life
HT201559 - Restart or reset your iPhone, iPad, or iPod touch	
HT203030 - If you can't charge your iPhone, iPad, or iPod touch	





Choose a Communication Style

Game plan + Options (Power)



Feeler



Thinker



Entertainer



Director





Game plan + Options | Feeler (Power)

“I know that this issue has come as a surprise to you. The good thing is we managed to isolate that this is hardware related. Thank you for letting us know about it! We can definitely assist you in checking your options.”

“(Under warranty) Now, looking at the brighter side of things, we can just have your device serviced and not worry about any out of warranty fees. We have multiple ways to get your device serviced and I’ll be sharing them with you and help you decide what the best option is.”

“(Out of warranty) Given the age of your device, you would have to settle an out-of-warranty repair with either a store or directly with us. It will not come cheap, but I hope you understand that given the age of the device, it has served its purpose and things like this happens. I can promise you that I’ll be providing you the best service options.”





Game plan + Options | Thinker (Power)

“Thank you for going through these steps with me. We can now say that the device has a hardware fault. We have different options when it comes to having your Apple device serviced. Here’s our game plan:”

“(Under warranty) Your Apple device is still under the warranty. I’ll lay out to you the service options and together, we can choose which one will be the most convenient for you. Just inform me if I need to clarify some steps along the way.”

“(Out of warranty) Despite your device being out of warranty, we can still have it serviced, but an out of warranty fee will apply. We can still opt to drop by a store and have the device diagnosed, since there might be a possibility that it will just be a modular repair. But just to set your expectation, there really would be a fee that you have to pay for.”





Game plan + Options | Entertainer (Power)

“The steps that we will take are quite simple. We’ll need to do a couple of reset, just like forcing a computer to turn on if the power goes down.

“The reset that we’ll do will not harm the data, unless we do it with the help of a computer and iTunes. But don’t worry, we will check if you have a back up before doing so.”

Lastly, if the device hasn’t turned on, I will let you choose from the variety of service options we have. And I will help you find whichever suits you best.”





Game plan + Options | Director (Power)

“The device has a confirmed hardware issue. I understand that this really is an inconvenience to you so let’s discuss the different options for us to have a good working phone in no time.

“(Under warranty) Our service options are (NEX, ERS, AASP/ARS walk-in). Tell me whichever is the most convenient for you and I’ll help you set that up. The good news is that your device is still under the warranty which means everything will be covered by Apple.

“(Out of warranty) Your device is already out of warranty and on the average, this will incur a service fee and we have different modes of service (NEX, AASP/ARS walk-in). Please tell me what you prefer and I'll set it up quickly.





Gain Agreement on the Resolution

ISSUE RESOLVED:

“Was I able to address and satisfy the reason for your call today?”

“How satisfied are you with the level of support that I’ve provided you with today?”

“Are you happy with the resolution that I have provided you with?”

“Was I able to satisfy the reason for your call today?”

ISSUE UNRESOLVED:

“Do you have a clear understanding on how to proceed?”

“Are you happy with the the game plan that I have provided you with?”



Sample scenarios

