wise
Wireless Industry Service Excellence

PROMOTING EXCELLENCE
IN MOBILE DEVICE REPAIR

WISE™ Certification is the FIRST industry-recognized standard for technicians and retailers performing device repair. WISE retailers and their technicians are trained and certified in important areas, including:



CUSTOMER DATA PRIVACY



BATTERY MANAGEMENT



DIAGNOSTIC PROCESSES



RECYCLING BEST PRACTICES

Why become WISE Certified?

VALUE FOR YOUR TECHNICIANS

CERTIFICATION LEVELS
Allows technicians to advance their knowledge and teaches important skills to excel in their careers

NATIONALLY RECOGNIZED
WISE certification is credible across the entire wireless repair eco-system

RECOGNIZED SERVICE EXCELLENCE
Acknowledgment for trained technicians dedicated to customer service excellence at retail

VALUE FOR YOUR BUSINESS

GAIN CONSUMER TRUST
Consumers can be more confident their technician has met wireless industry requirements

COMPETITIVE ADVANTAGE
Allows retailers to differentiate themselves and demonstrate their commitment to service quality

ENHANCED EXPERIENCE
More knowledgeable and trained technicians offers an enhanced and reliable experience for consumers

Join Today

Are you ready to join the thousands of certified smartphone repair technicians and retailers nationwide who have earned this recognition for service excellence?

Visit wisecertification.com or email programs@wisecertification.com to learn more.